

Transcription ICANN Durban Meeting

Registrars Meeting

Tuesday 16 July 2013 at 15:30 local time

Note: The following is the output of transcribing from an audio. Although the transcription is largely accurate, in some cases it is incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the meeting, but should not be treated as an authoritative record.

On page: <http://gnso.icann.org/en/calendar/#jul>

The recordings and transcriptions of the calls are posted on the GNSO Master Calendar page

<http://gnso.icann.org/calendar/>

Woman: Thank you.

Man: For the record, this is the Registrar's Stakeholder Group scheduled from 15:30 to 16:00 local time.

Man: Guys, we're starting up again and in an unexpected addition to our timetable, Adrian Kinderis is going to be talking to us briefly about the domain name association.

Adrian Kinderis: Thank you, precious. I appreciate accommodating me on such short notice. My name is Adrian Kinderis for those that don't know me and God bless you for those who don't. I'm speaking here today. My capacity is the Chair of the Interim Board of the domain name association and I'll get to what that means in a second. We are doing some outreach at the moment to just provide a status as to where we're at with respect to the coming together of this association and we're speaking to all the stakeholder groups, the GAC, ccNSO and so forth. We have a formal session tomorrow at 5 o'clock.

Man: I believe it's 5pm.

Adrian Kinderis: 5 o'clock. It's in the schedule as the CEO Roundtable and domain name association forum. So, we'll be doing this exact slide deck then but hopefully to a wider audience. So if there are any questions, I know you're pushed for time now but if we can't get to them now by all means come along tomorrow afternoon.

Okay so very quickly, I wanted to go over the agenda. Guys, you'll see this tomorrow and I know it's tough to see. This is some of the work we did with Party's CEO Roundtable Group. So this is the mapping of the domain name industry and we used this, and I used this in the slide deck because it helps us isolate who are the players within the industry and therefore those that are eligible to be part of the domain name association.

So you will see the outer layer there is the internet coordination layer. The big oval in the middle is the ICT sector and the subset of that is the domain name industry comprised of registry operators, registrars, registry service providers and resellers. And I said the value chain if you like off of the domain name industry and it's those folks in particular we are focused on here at Outreach.

So the domain name association itself, what is our mission? Well, we're a nonprofit global business association that represents the interest of the domain name industry. Importantly, we have no formal affiliation with ICANN so whilst ICANN has been briefed about what we're doing, we don't answer to them. We're not funded by them and in fact there'll be times when we may well not be aligned with them as an industry. We may want to push back on things they're doing and have a voice. So that's an important distinction.

As I said earlier, the members of the association groups, businesses and individuals involved in the provisioning, support and sale of domain names, this includes organizations as I said earlier, registries, registrars, resellers and indeed service providers. So what is our mission? Very simply, folks, to promote the interest of the domain name industry by advocating the use,

adoption and expansion of domain names as the primary tool for users to navigate the internet. So what does that mean?

We are helicoptering out here, guys. We sort of get caught in the minutia of our day to day. It's getting each of these off the ground, so on and so forth. But what if domain names go away? There are some, you know, it's a very competitive environment, forced that vision with the fundamental way we navigate the internet for a long time. As an industry, we need to make sure that that remains so. And so what we are doing is reaching out to all of you to join us to ensure that your businesses are able to be sustained and with the core asset that drives this, the domain names are able to be leveraged in the best way possible.

So the domain name association adds quite a key role in helping consumers, business, public and (unintelligible) organizations to understand the benefits and take advantage of this internet. One of our first core missions will be of course to promote the new gTLD's that are out there in order to help avoid confusion in the market. So, I'll talk a little bit more about that later. I'll try and skip through these just in the interest of time, understanding there'll be a session tomorrow.

Probably the second bullet point there, the internet of a DNA is to build trust, exchange ideas, educate the (unintelligible) of domain name related issues, sort of exactly what I was talking about before, bringing voice to the industry. It is our intention that should the media want to get an opinion, that they'll come to the domain name association for that opinion and ensure that (unintelligible) members of the industry as a whole is well represented. We would have all, especially as registrars, we get tired with, you know, the bad (unintelligible) with the bash of the bad acting. This is a way that the industry has come out with a voice that we'll cut through hopefully and stop the splintering of voices that the press currently utilizes.

Okay so basically you all know, or maybe you don't, Google, some of the guys at Google sort of got this, put some momentum into this if you like, pushed that first bit of a snowball and since then there's been a number of folks that have come forward, rolled up their sleeves and they've got the business of getting mobilized. So, some of those now in this room, Jeff Eckhaus, as you all know, Rob Hall is not here. Rob of course you know, Statton Hammock from United TLD, okay sure. (Joe Lawrence) from Google, John Nevett from Donuts and (Elizabeth Sweezy), I hope. I don't know if any of those guys joined me today.

But anyway, so they're the initial members of the board and then for my sins, they got together and voted me as the chair probably more so because of my accent in order to try to generate some diversity, more so than my management prowess. All right, so what's the current status of this board? So we are now officially incorporated as a Delaware nonprofit organization. So, let me talk about that for one second.

It is my goal as the interim chair to try and be as inclusive as possible here to ensure that this is a global representation of the industry. Clearly, I'm Australian. I would like to see that our members come from all aspects of the community and anyone who has known me for any time, I do push back on the North American focus group. However, it was important, given the resources we had on hand to try to keep costs down that we went and we played the (unintelligible) so Delaware and United States was an option.

Secondly, when we come to membership fees, you would all know that the most likely members and you've already seen the folks that have shown interest from the interim board, if they're going to write checks there are some advantages if those checks are written to a United States nonprofit, there are some tax advantages, so on and so forth. So the low hanging fruit for us were these corporations that were going to come and put some money into the domain name association so it made sense to point to Delaware.

I just want to get out in front of that because it has been when I presented this deck, it has been a point of contention, how are you going to be a global organization if you're just repeating the sins of the past by setting up in North America? But our actions will show that it doesn't matter where we're set up, that we do represent the global industry.

So the chart on initial bylaws have been adopted, membership structure is currently in development. (Unintelligible) out of that is of course the budget that's required that we'll need to understand how much money we're going to have in order to get the membership structure right and of course the dues structure right and we're currently doing a membership drive, hence why I'm talking to you today. We've developed an education and awareness website. I'll talk about that a little bit more in a second. And we've got our own DNA website you'll see down at the bottom, the dna.org. It's currently operational. It basically provides the same information as I'm presenting to you today. We'll look to build that out as time goes on.

And we've got a logo done which was, as all good companies do straight out of the gate, all the records and bandwidth designing logos. So we actually crowd sourced that and I forget who the actual one it was from the industry but someone came forward and donated that logo which I think is pretty cool. And by the way, the A, that's not an arrow, it's a cursor. Okay? We keep cursor (unintelligible) to see how it's coming along.

All right, very quickly guys, so what are some of the benefits? I won't go through too many of these right now, as I say, I'll go through them in the session, it's actually, no it's probably, as I appreciate your time I'll speed through. Effectively guys, you know, in summary, really it's about having a voice but we do want to provide more than that. We want to make sure that you're able to share with peers, you know, with other registrars in your case across CC's.

So these will be people that are involved in the provision of domain names. So it's not about ICANN accreditation, guys. This is about understanding the industry and being able to share your experiences and grow the industry collectively. And it's pretty ambitious. This hasn't been done before or if it has, it hasn't been done effectively, certainly not in my 12 years of being in this industry. So if we can pull this off, I think it will benefit all of us.

All right, education website I was bragging on about before, don't go to whatdomain.org, it is not live yet. However, when it is live we're looking to have it in six different languages and also I should say our website will be in six different languages, ours being thedna.org. It will be in six different languages as quickly as we possibly can. We sort of scrambled to get something together for Durban, following that international theme.

So this website uses a little bit more layman's terminology in order to get people to understand what domain names are, what they do, what the different flavors are, so on and so forth. So I think this will be a great utility, even in your businesses, to point someone to an agnostic resource that will help explain a little bit about what we do. So by all means, we'd love to have you take a look and if there's any feedback on any of the stuff we do, we'd be happy to hear it. Thanks.

So, just to finish off, Magaly, we are going to finalize our budget as far as next steps, let's get this membership structure sorted and then open for business and look to get clearly as many folks signed up. The more members we have, the more impactful it can be. We are going to transition to a formal board which will no doubt see me eradicated.

We will start an awareness and education campaign leveraging that website that you just saw. We're going launch and continue our membership drive and of course launch that educational website and that is it and should time permit, if there are any questions, I'd be happy to answer them. If not, I'm happy to see you tomorrow.

Magaly Pazello: All right, thank you Adrian. Does anybody have any quick questions? No, okay. Okay, (Volton)?

(Volton): Just a question on the international aspect. It seems to me from what I've seen that this progress was very much on the ICANN communities of registrars and registries, at least from the membership that I've seen, is there any interest or efforts to incorporate (unintelligible)?

Adrian Kinderis: Yes. So, certainly I have run this by them and in fact my very next presentation is to the CTSO. It's really just that the heavy lifting was done by, if you have a look at that list, we're a group of mates, right? So we had to start somewhere. So, and I'm very thankful. We would welcome any other contributors that want to come along and in fact that interim board can be adjusted at any time. I do get the point. We had to start somewhere and unfortunately that point was a very small group but I'm looking and I'm working my backside off to make sure that we're as international as possible as quickly as possible.

Man: Thanks. I just want add on one point because I know that some of you look at the interim board and say oh, that you know, it seems like a small group again, North American focused, but remember this is just interim and at the end of the day the actual board is voted on and elected by the members. So the only way to have a say in who the board is in that direction is to become a member so I just want to make that clear, like all of us on the interim board will step down once the membership is officially setup and we have that structure.

So, and the other point I wanted to make is exactly what you said about looking at it as registrars but for people like myself and others that have reseller models and other pieces, talk to your retailers as well because they can get involved here because this is all about promoting the industry and having a voice because as Adrian has mentioned, you know, we look at

things like, you know, for example the ANA. They have come through with their strong voice in what they want and they are able to get ahead.

And we don't have somebody that can go on TV for example or can go to the press and say here's what, you know, the advantages of the domain name industry. It's been different people with their own aspects, with their own things that they care about versus taking care of the whole industry. So, I think it's very important to think about it that way and not just to say oh, this is just going to promote certain registries and registrars. This is going to protect our whole industry which I don't think as Adrian has mentioned, we do not have that and desperately need it.

(Volton): Okay, thank you. Thanks Adrian.

Adrian Kinderis: Thanks very much (unintelligible), I appreciate it.

Magaly Pazello: Right. Next we should have Jonathan Robinson or somebody from IBM. And obviously we don't. Okay, whilst we're waiting for them to turn up, James you wanted to talk a bit about money.

James Bladel: Sure, thanks Magaly. Thanks. So just a brief update as we prepare for the next round of budgeting. I ran some preliminary numbers and I can post these to the list by the end of the day but I just wanted to make this group aware that the previous couple of years in negotiating the RAA, we had retained (Becky Burr) who is a member of the negotiating team. And her firm probably put in about three times as much work as we paid her for, but nevertheless that was the lion share of our budget and pretty much everyone's dues went to, you know, paying our advocates who represent us with ICANN during those negotiations.

Obviously, that's all behind us now. And we don't have a need for that. And so just taking a look at some preliminary numbers for next cycle, if we maintain our membership at 72 to 76 members and we maintain the dues at

\$500, we are going to have a very significant surplus, both in cash on hand and projected processes. So my question to this group and I'll put that in with the budget, I know that we have some plans for an advocate that we're working out and I know that we can only do some administrative support.

But it seems as though there is an opportunity for this group to, you know, kind of along the lines of what the DNA was saying here is that we could be doing more. We're collecting dollars and they are sitting there not being put to work to advance our interest or to spread our message throughout the ICANN ecosystem. So, you know, we were kind of kicking around some ideas and I had one and I think (Matt), I want to pick on you a little bit because I think you had a good idea as well, and so my thought was - yes, I had to remind Matt of his idea.

So my thought was, I'm often asked why aren't you GoDaddy at IGF? And the answer is no one has been able to help me make a very specific case in one sentence what the value of attending IGF is. It's very difficult to make that justification on an individual business level and unless IGF is coming to your back yard, it's very expensive to go and attend that meeting. It's a long meeting and things like that. But I will tell you that these other groups that have interest that maybe don't align with ours are at IGF and they are advancing those agendas.

So there is an absence of industry voice at those things. So one possible use of the proceeds from this particular group is to nominate, elect, choose, draft someone to go to IGF and then help out that particular person with some travel allowance so that their own organization doesn't feel like they are bearing the brunt of that expense. So that was one idea and Matt did you want to talk about yours? I thought you had a good idea as well.

Matt Schneller: Yes, now that I actually remember what the hell it was. Yes, so it's Matt Schneller. So the idea that I had actually was similar to the ICANN fellowship program. And essentially, it's allowing for a member of the stakeholder group

that generally doesn't have the possibility to travel to ICANN meetings to apply for travel funds that we would, you know, that the XCOM would review and make a determination, you know.

Maybe we'd do that for one meeting a year to start or something. You know, we've talked a lot about participation and outreach in the past couple of years in this group and I think that would be a really good way to get new people at the table that haven't historically been attending ICANN meetings. So that was my idea on how to spend your money.

James Bladel: I think that's a great idea, you know, given the outreach things in the lecture we've just given (Cyrus) here on two separate occasions, now most recently in front of his boss and his board.

Man: Sorry. Just James, one other suggestion that came up on our backroom chats as well today, a silly little suggestion but it's one that we need to table was that we could use some of the dues to cover even a sandwich for ourselves when we are at these actual meetings rather than relying on a third party which may end up having other consequences.

James Bladel: Yes I agree and it's kind of, Mr. Eckhaus here likes to tease me a little bit about bringing up lunch as an issue. But I will say that it's not about having a boxed lunch or a sandwich in your belly. It's about keeping everybody in the room. We only meet three times a year and if we break for lunch and everybody scatters, especially in places. This one's not so bad but some venues we have to go and traipse off into town and come back and then we're two hours removed from our agenda. So, I think that's a third option.

So, what I would like to do and I know this is something we're off the page now from the agenda so I won't take up anymore of the group's time. What I would like to do is put that preliminary budget out to the list. This is not a voteable budget at all. This is just a trial run, get folks looking at that and I will

also encapsulate these three ideas and we will open the floor for additional suggestions of ideas or programs or things that we can do.

I don't want to say that the sky is the limit. I mean, obviously we want to hold back a reasonable improvement reserve of cash, but it does not make sense - and this is going to sound really weird for us because we are all business people but it does not make sense for this group to be sitting on a pile of cash as money that people have contributed to see this group advance our interest and if it's sitting in a bank it's not being put to use. So, I think we can find ways to engage those funds to our advantage and I will put that on the list so thanks for your time.

Magaly Pazello: Thanks, James. Anybody have any other thoughts or input on this? Anybody on the remote open?

Volker Greimann: Just a question to James. I think these are all the ways yes but I don't think we would be able to do all three with the current budget or with the current surplus, right?

James Bladel: I'm sorry, I was speaking with Mike, totally missed your question Volker).

Volker Greimann: I think - I'm not sure how big the surplus is but I don't think we would be able to do all three initiatives with the current surplus, right?

James Bladel: It depends. I think you could add all three of them up and still not approach what we've been spending on advocates the last two years. So I mean it really depends on how big we want to go on these programs. I mean if we wanted to throw somebody a couple thousand dollars to help with an airplane ticket to an ICANN meeting, I think we could do that and not miss it, if we felt that was a valuable use for those dollars. I don't know what lunches cost. I'm sure it depends on what city we are in.

Volker Greimann: You'd have to ask Avri for that.

James Bladel: But I think where we're going is that, you know, it's counter intuitive for us as business people to not want to see that number get bigger and bigger and bigger but you know we are at a point now where we have to think like an association and every dollar that's left in that account and rolled over to the next year is something that we didn't do, that we should have done. So, we may be able to do all three is your answer.

Volker Greimann: Just one thing to bear in mind, either one was very happy with the assistance we got from (Becky) correct? And we wouldn't have been able to enforce it if we hadn't had the money to put in the bank. So, we should also look at building a certain surplus for unforeseen circumstances where we need an extra expense, so.

James Bladel: Exactly.

Volker Greimann: We might as well, we might even look at increasing our dues just to be able to do its efforts and still have a certain surplus so we have money in the bank if we ever need it.

James Bladel: So my proposal was and you're absolutely correct, I will say that we did pay (Becky) out of the entirety of last year's dues. So we ended the year exactly, essentially where we started the year as far as cash on hand but I think that is a good point. We do need to establish a baseline minimum of what we would call a contingency fund but once we start getting, you know, well above that, many multiples above that, then we'd have to start thinking like - I don't think people, and maybe I'm just speaking for myself.

I don't want to speak for the membership here, but I don't think it's the question of whether the dues are \$500 or \$750. I don't think that's a huge issue. We all spent more than that getting here, you know. The other stakeholder groups have \$2,000, \$3,000, \$4,000 dues. You know, it's not a matter of whether it's \$500 or \$750. I think what we need to do is make sure

that people understand what they're getting for their dues and the value of membership and the value of the contribution is clear.

Man: Jennifer?

Jennifer Wolfe: I just wanted to echo Volker's point to I think we should not look at the surplus but the amount of dues that we're collecting on an annual basis.

James Bladel: I'm sorry, I didn't, the what dues that we're collecting?

Jennifer Wolfe: Sorry, the amount of dues that we're collecting on an annual basis.

James Bladel: So you think that the amount is too high?

Jennifer Wolfe: No. I'm not saying that. I'm saying we should we should look at the amount and see if we agree to increase that amount.

James Bladel: Okay, yes and I think all those things should be on the table. I'm glad that we're teeing up this discussion because I think that, you know, I didn't, we didn't have an agenda item but I think that we want to get this topic rolling on the mailing list and I think that there are lots of things we can do. There are a lot of constituencies out here that are very active. We can certainly steal some of their ideas and start to fund them. I know we always complain that other folks are well organized and well funded and it's like well, let's get organized, let's get funded.

Magaly Pazello: Just one other thing James, could you speak very quickly to the situation with respect to the bank events, voteable things?

James Bladel: Right. So I didn't want to jump too far out ahead but we have decided to consolidate all of our banking away from ICANN and to -- help me with the pronunciation, iota an idle or attorney managed account through Mr. Berryhill's firm. Once that's done and I believe we have an account ready to

receive those funds, on that transfer we have a couple of outstanding payments and one outstanding deposit that we're waiting for.

And then we also want to establish kind of a more formal arrangement where John makes an arrangement not with me, James Bladel, but me as the treasurer and that anyone who succeeds me in this position will have, you know, an equivalent relationship along with the chair, but then we want to tie this to a new PayPal account and start to move towards an electronic based payment and invoicing system so that, I mean, we're supposed to be internet companies here.

The fact that we're sending out paper invoices and getting paid in checks just seems a little quaint. And so we are trying to move that to a more modern system. And these are things that we would not be able to do if we maintain the ICANN account, the ICANN managed account. And furthermore, and I'll just point out that just as we were all getting on the plane we got an invoice from the firm that handles our voting system and since I wasn't able to catch the ICANN accounts payable folks before we left, now those folks are going to have to be paid out of somebody's pocket and then we'll have to reimburse through that. So it's a mess and the sooner we get out of that situation and into our own self-managed account I think the better. So the answer Magaly is hopefully by the end of July we'll have that resolved.

Magaly Pazello: Okay thanks. Anything else on this topic before we move on to - well actually not move onto anything. (Unintelligible).

Matt Schneller: Hi, I've moved up on you, sorry. One thing I was going to remind us all of is that in the past several years we have not availed ourselves of the opportunity to apply for ICANN funds. So every year ICANN does the budget. The SG's have an opportunity to submit requests for funds to be appropriated for things like specific travel support and administrative support, and historically we have not done that for a variety of different reasons but I would

just point out that that still is another avenue that's available to us. We'd actually just keep that in mind and revisit at the right time.

Magaly Pazello: Thank you Matt. Okay so it looks like the registries are running slightly behind schedule and there's a bit of discussion going on in the Adobe chat with respect to membership as well, not just the fees but the number of members. And (Bob Connelly) asked a very simple and straightforward and obvious question, you know, are we happy with certain (unintelligible) members? And shouldn't it be 250 or possibly more?

What? Would you like me to repeat it for you slowly? Okay, whether we were happy with the current number of members or whether we should have more members. Just to give you an update on that, we have had a number of new members join over the last few months and even today we've had expressions of interest from two companies. And personally I've been trying to encourage companies to join and I hope the rest of you can do the same. So, you know, that's my statement and thoughts on that. I don't know if anybody has any input or thoughts or suggestions or ideas or whatever?
Volker?

Volker Greimann: Well, personally I agree that everywhere just with the idea that every registrar that has some skin in the game should become a member of the stakeholder group but we should also not forget that looking for registrars there in the books of ICANN are not really independent registrars, part group members of other registrars so while we have 72 members here they may represent more than 50% of the registrars that are out there.

Man: Yes but even considering that Volker is about 250 separate ones, oh it might be over 300, I mean it's much more than 72 anyway.

Volker Greimann: I just wanted to (unintelligible) registries.

Man: Oh right, Matt give me your thoughts on that.

Matt Schneller: Yes I mean I think we should always be looking to grow our member base but I also always think that we ought to be looking for better participation from the members that are here. Sorry, I don't mean to call any of you out specifically but that's the reality of it. You know, I will say we have expanded. You know, there have been a growing number of people that get involved, seriously? That have gotten involved over the past couple of years and that's good but I would still say, you know, our views of sports analogy, our bench strength is kind of weak, meaning, you know, we need a larger number of people that are willing to get involved in things.

Magaly Pazello: So how do we address that, Matt?

Matt Schneller: I don't know. Everyone that's sitting around the table, why did you guys come here for a full day meeting on Tuesday? For those of you that don't regularly contribute? See, I'm not chair now so I can just call y'all out.

Man: Exactly and I'm enjoying.

Matt Schneller: Is that why? Thanks for coming. That's good.

Man: I can't say that.

Matt Schneller: No, you cannot.

Man: They're coming for us.

Matt Schneller: Okay well, James, yes James.

James Bladel: Actually that's an excellent question and I'm not trying to be provocative. I think it will help us understand what these programs need to be and what sort of activities we need to dedicate funding for if we know what people are

getting out of their membership here and more importantly what they are not getting out of their membership here.

Now, if they raise their hand and say ICANN meetings are boring, well yes, nobody likes these meetings. I don't think anybody looks forward to them but I think that, you know, we recognize they are a necessary evil to what we are trying to accomplish. So, what should we be trying to accomplish?

Man: Well James, oh yes (Kelly) go ahead.

(Kelly Volter): I'm (Kelly Volter). I'm new to ICANN and I will admit it was daunting first coming here but I think today I spoke at more than any previous meetings and we think it takes time when you first join ICANN to get used to how it works, the processes. Obviously, everyone seems to know a lot more than you do, so you know, it's not that people don't want to get involved. I think people will get involved at a certain stage and maybe if you can just have towing to some of this, expert working groups rather than commit to a full group, I think maybe that might be a way to (unintelligible).

((Crosstalk))

Man: For different initiatives where people could lower that learning curve, lower those barriers to participation and get - because I mean, I will tell you when you say everybody knows more than you. No, everybody pretends to know more than you.

((Crosstalk))

Man: And they're very good at shoveling B.S. better than the newcomers, that's all. I think the newcomers actually have, because they haven't been corrupted yet, they are the people we should actually be listening to at these meetings. So what I am thinking is if we had some way of, if we could tie a surplus of dollars to an initiative that would get not just more members but more

participating members to help them overcome those initial barriers, if I'm hearing you correctly, if that would be worthwhile?

(Kelly Volter): Yes, or like take the sessions, you know, instead of like an entire, come to the first few meetings, see how, get to know the names.

Man: So would it - am I queue jumping?

((Crosstalk))

Man: You are queue jumping but we allow you as your -

((Crosstalk))

Man: I just thought I had to buy you all lunch. Oh, I didn't do that, sorry. Would it help do you think if, you know, we talked about this. I don't know what meeting it was. But, you know, the structure of the meeting has been the same since like 1978, which is in some respects good but I think another bad, but what if we did more like a working workshop, you know, on half a day on Tuesday and we ask kind of similar to what we we're talking about doing at the (unintelligible) and we kind of especially for newcomers I think would be really valuable where, you know, it was not a room meant for giants first of all and it was more intimate and you know it could be kind of more interactive, is that something you guys think would be useful?

(Kelly Volter): Yes like new policy changes where you can just go through it point by point and discuss it, you know, explain - because we'll all still have different interpretations of (unintelligible) and it's about to launch. But yes, point by point, I think that, the new registrars coming in will be really beneficial so.

Magaly Pazello: Okay, Bob, Jen is going to be doing, Desiree and then Jeff.

Bob Mountain: Bob Mountain from web.com. I would agree with those comments. I think it can be a little intimidating when you first come here. It's just the perception that the current leadership is so knowledgeable, and you feel you are not as knowledgeable and you just don't want to stick your neck out there and then have people say well, you don't understand how the, you know, working group was put together, how the .pdp was put together, or the logic behind why this policy was created so there's that time element to get up to speed.

That's one thing. The other thought is that if you do pay for somebody to, you know, get an air ticket to an ICANN conference is give them a mentor or somebody that would, you know, shadow them or help them, you could, you know, kind of buddy up so that they could maybe go with you to sessions and see how you interact, how you engage, you know, give them the training wheels so that then you guys can maybe step to the side a little bit and let those other people participate in a broader basis.

Man: Okay so the remote question.

Jennifer Wolfe: The question was really to outreach. Desiree has the question but I actually was thinking the same thing when I was in line that perhaps we should organize suggestions around how we can outreach out to the registrars, not only from a buddy perspective but after coming onboard develop a working group, a recruiting group, whatever is required, to get them for future needed remote or physically locate them here.

Man: Mr. Eckhaus?

Jeffrey Eckhaus: Well, Bob sort of stole my idea there but you know, I think it's a great idea about having say either a mentor or somebody involved and I'll just give you back when I started coming to the meetings and working in the industry that's how I came along and Jon Nevett had said hey why don't you come along on this working group and basically sat there, you know, put mic on mute, you

know, during the sessions that were there and then on the mailing list just read the emails and didn't really respond too much.

But, you know, that's definitely a great way to start and then going through that and just joining up a group I mean you don't feel like you have to actually participate and then if you're a newcomer you're like hey I want to just get my feet wet, it's a good way to start and there's no obligation besides maybe reading a lot of emails. But besides that, it has definitely worked.

And I think, I don't know if we could formalize that, but I think, I mean it would probably be on the list that when people join, say I'll be on this working group and say that somebody who has more experience than people, I'd say send them a note and say hey I'm thinking about joining and just so you know and then sort of work together on it because I think it's definitely a great way to start.

And I think for a lot of us we have our own points of view that would sort of, take Dan and some people here, as somebody else mentioned that newcomers definitely have a different point of view and a lot of it is probably good because some of us are probably cynical and jaded so I think it would definitely be helpful and I would definitely be a part of that. I don't know if anybody wants me to be their mentor but I'm happy to help along with that process.

Magaly Pazello: So thank you for volunteering Jeff and Matt as well. I assume that by broaching the subject you're volunteering, so I thank you for that. Mr. (Anderson)?

(Anderson): Hello. I speak back to James' point, we meet three times a way. Wouldn't it be better to maybe set up a monthly interactive call? I think that the email list is intimidating for new people definitely and sometimes it's a waste of time. I don't want to see Plus 1 anymore.

Man: Plus 1 to that.

(Anderson): So, you know, I think we can, it's within our gift to make this more inclusive for people by having education sessions and spending, you know, an hour doing a webinar or something where people that are remote working groups can give an update rather than trying to go through those email lists. So, I think that's stuff that we can do and actually that may make membership slightly more appealing for others.

Man: It's the registries.

Man: Okay, Yoav and is there anybody else, oh (Unintelligible).

Yoav Keren: Actually (unintelligible). Jeff I think you could actually formalize it. I would say that why not have all the XCOMs you know be available for newcomers to (unintelligible), I don't know what you call mentor, help especially when we (unintelligible) in the meeting, just you know you're a newcomer and then a couple of you, any (unintelligible), and you can go around with them, they can help you, give you some of their thoughts. I think it's a really good idea and will volunteer right away if anyone wants (unintelligible), I'll be happy to help.

Man: Thank you Yoav. (Unintelligible)?

Man: I feel like being someone who's been to a number of these meetings now I'm starting to cross over from beginner to intermediate so I can come from that perspective. I still feel rather intimidated addressing these higher (unintelligible), some of these policies thinking if I'm going to get the acronyms right, the names right, everything right, so certainly the idea on a smaller group sessions or different things that could allow us to react and overcome that intimidation. I have no problem addressing a small group on any of these topics but it's a little different addressing the whole group.

And to that effect with those of you who are still involved, it feels like the debate has sometimes already happened, that we're entering in at a point where - I'm not necessarily intimidated by the topic but I feel like the point I'm going to bring up was from maybe three or six months ago or on the mailing already debated. So trying to keep up and be at that particular moment in the debate can be a little difficult.

You guys asked what we get out of it if we sit here and be kind of quiet, I mean what I get out of this is a lot of stuff that I can take back to my organization. It's extremely informative to me to have the different groups talk about the different issues. I sit here, gather my notes and I take them right back. It's still valuable even if we're not, you know, opening up the lines of communication in reverse.

Magaly Pazello: Okay thank you. The registries have now made it over so I'm going to close off this discussion for now but I would encourage you all to please, you know, follow this up on the main members list or if you prefer just to ping me or one of the other members of the XCOM. Rather than keep on talking about this sort of thing, we're going to sit down and see if we can actually come up with a few specific action points and actually, you know, follow through on them and not give you fuzzy time lines and things like that. Thanks.

END