



COORDINATION CENTER
FOR TLD RU/PΦ

A ccNSO Applicant's First-Hand Experience in new gTLD process

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ccNSO Meeting

A ccNSO Applicant's First-Hand Experience

1. New gTLD program Applicant Guidebook issues
2. New gTLD program Customer Service problems
3. New gTLD Applicants' country-specific peculiarities
4. TAS experience
5. Batching Process concerns



1. New gTLD Applicant Guidebook issues

- Application evaluation questions are not well structured and vague, hence various interpretations
- Application requirements are scattered across different sources (AGB, RA, Specifications, Consensus Policies, Knowledge base, archives of working groups)
- AGB revisions on the run (19 September 2011 – Ver. 8; 11 January 2012 – Ver. 9; 4 June 2012 – Ver. 10)
- Not all requirements to Applicants are finalized (Trademark Clearinghouse, File Zone Access distribution, EBERO, URS)
- Poor translation of the New gTLD documentation to the Russian language
- Groundless division of evaluation questions into publicly available and closed ones

**Full useful documentation/quick links
for New gTLD Registries are
NOT in a SINGLE PLACE on the website**

2. New gTLD Customer Service problems

- Careless reading of an Applicant's requests and attachments
- Replies do not contain answers to all questions included in the Applicant request
- Low response rate. Problems with multilingual communication.
- Replies do not provide any explanations but give links to AGB or Knowledge base (*We thoroughly examine all available documentation before sending requests to the Customer Service as It's quite a big challenge!*)
- Priority and special service level were provided to the Applicants who had paid a \$5000 deposit.
- Request to provide clarifications to our application was sent by the Customer Service on Saturday with a timeline for feedback being the next Monday!

New gTLD Customer Service DISCLAIMER: *In the event that any information provided in this email appears to be inconsistent with any information published elsewhere by ICANN, please do not rely on this email without confirmation or clarification from ICANN.*

3. NO attention to country-specific peculiarities

- No flexibility in addressing Applicants' problems connected with their national law and customs/trade/banking/tax and accounting/etc. procedures
- No appreciation of, and prompt reaction to, Applicants' needs dictated by their national law (e.g. tight forex regulation procedures in Russia)
- Problems were solved "on request", rather than by virtue of thorough preliminary research and prompt counseling

**The most frequent reply to our requests:
"Thank you for your question!"**

4. TAS experience

- **No e-mail confirmation of actions undertaken in TAS. Most TAS actions are confirmed by just pop-up messages**
- **TAS system messages are sent to the application's primary contact without cc-ing the secondary one**
- **TAS interface description in AGB differs from its online interface**
- **Huge security problems (TAS glitches, personal data exposure)**

Recent experience: If two users try to connect to Citrix at the same time, the system denies the password and offers to the **SECOND user to enter a new password!**

5. Batching Process and APPS review concerns

- Addressed by way too many stakeholders. The selected archery process is a secretly developed method.
- Quite enough money collected to hire experts from ccTLD community. Is this one internet? Community involvement?
- Who is judging?
- All Primary contacts spammed with offers to generate secondary timestamp for money – the robots war started

Does ICANN struggle with the global unemployment?

We have already received a dozen of SPAM e-mails with offers of different services related to ICANN New gTLD Program since 13 June (batching, ICANN compliance, data escrow, etc)



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No place for questions. Time for a discussion.

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