
DUBLIN – Registry Operator Roundtable
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AYSEGUL TEKCE: Good morning, everyone. Welcome to the Registry Operator roundtable. Can you please fill the [envelopes]? Because this will be an unconference session, and you will be the ones deciding on the topics you want to discuss and talk today with Registry Services Team and also some other members from ICANN staff.

UNIDENTIFIED FEMALE: Just to be clear – I think you guys all know this – but the yellow papers, the purpose of them is to write down the topics you want to discuss. So it's helpful to figure out what we should talk about.

AYSEGUL TEKCE: We have 75 minutes, so I will be spending the first ten minutes to select the topics you want to talk about. Also, the participants in the remote chat room, can you please write down the topics you want to discuss? Thank you.

While you are writing down the topics, let me introduce myself. My name is Aysegul Tekce. I am from the Registry Services

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department. Welcome to this Registry Operator roundtable session on the last day of the conference and early in the morning. Thank you.

This session will have an unconference format, which is like we don't have any preset agenda, so you are, the audiences in the room, you will be deciding on the topics. And also we are welcoming the remote participants to share their topics with us. Once we decide, once we collect the topics from you, we will be... Actually, you will be ranking them with your votes. So we will come up with an agenda, and then we will be discussing the topics. So I will give you a couple minutes, and then we will start. Thank you.

My friend [Mart], my colleague, he is collecting your papers. In the meantime, let me introduce my team here. I have here from the Registry Services department Krista with me, [Valerie]. There is from ICANN staff Francisco and Linett and I see [inaudible] and Erin from GDD Operations in the room from ICANN staff. Oh, sorry, Linett. [Lee Ann], sorry, I didn't see you. Sorry, and [Ross]. You're hiding.

For the newly comers in the room, can you please write down the topics you want to discuss during this session? Thank you. I think we will be starting shortly.

So we have five topics so far. I don't see anything in the chat room. The first one is changing registry back end.

The format of the session will be I will just be reading out the topics here, and then I want you to raise your hand if you want to discuss that certain topic. This will be the agenda of the day.

So the first one is changing the registry back end. How many of you want to discuss this topic, talk about this topic? And for the remote participants, please raise your hands if you want to vote for this topic. Can you please one more time vote? I couldn't count. Sorry. Twelve so far. Anyone in the remote? Twelve. Oh, sorry, one person in the room. Thirteen.

The other topic is ICANN monitoring of DNS, WHOIS, and EPP. Is that SLA monitoring?

UNIDENTIFIED MALE: Yeah, [inaudible].

AYSEGUL TEKCE: SLA monitoring. How many of you want to discuss this topic? Four? Anyone in the chat room? Four.

UNIDENTIFIED FEMALE: There's one in the chat room.

AYSEGUL TEKCE: Sorry, five. Next topic is navigating all things RDDs, all things [inaudible]. Okay, one person. One person. Anyone in the chat room? One person.

Planned maintenance notifications.

UNIDENTIFIED FEMALE: Just to make sure, I want to make sure everybody understands the topic is – and I don't know who submitted it – but is this about ICANN's...the plan [made out] and discussing that?

UNIDENTIFIED MALE: Yeah, we [sent it to] ICANN, but ICANN called us. What happened with [inaudible] sending the notification this time of the day we do maintenance, but ICANN calls us. Emergencies happen, so that I'd like to share that [inaudible].

UNIDENTIFIED FEMALE: So it's the registry's planned maintenance notifications to ICANN, not ICANN's notifications about our systems having [inaudible]?

UNIDENTIFIED MALE: Yes.

UNIDENTIFIED FEMALE: About registry operator maintenance notifications?

UNIDENTIFIED MALE: Yes.

UNIDENTIFIED FEMALE: Or maintenance notifications.

AYSEGUL TEKCE: How many of you want to discuss this topic?

UNIDENTIFIED FEMALE: Five, six, seven.

AYSEGUL TEKCE: Anyone in the other room? Oh, I think this is the same. Access to the ICANN monitoring system to the [Arrows].

UNIDENTIFIED FEMALE: [Zappix], which is the provider, and then [Arrows], the back-end registry operators with RSPs. Ask him if he can explain it.

AYSEGUL TEKCE: Can you please explain?

UNIDENTIFIED MALE: It was promised by ICANN that the back-end operators also have access to the [SAVEC] system so that they can compare what ICANN monitors, and what the own monitoring system shows. I think it was Los Angeles one year ago.

UNIDENTIFIED MALE: Yeah, the [API], which is in pilot. So, yes, the [API] of the [inaudible] monitoring system.

AYSEGUL TEKCE: Is this same with the SLA monitoring suggestion?

UNIDENTIFIED MALE: Perhaps it can be covered...

AYSEGUL TEKCE: Yeah, we can, I think, put it under SLA monitoring. Okay.

UNIDENTIFIED FEMALE: Do they want to vote again?

AYSEGUL TEKCE:

The people vote for SLA monitoring, do you want to vote again to also this topic? Can you please vote one more time? Thank you.

So far, we have four topics. Before we start, are there any other topics you want to discuss? I'm asking this question for specifically the ones who just entered the room or recently entered the room. I'm taking it as no. Let's start, then.

So we have four topics. Our priority will be changing registry back end, and then we have SLA monitoring, and registry operators' planned maintenance certification, and then all things RDDS.

We have four topics. I just ranked them per the votes we received so far. We have 60 minutes. I also want to... Now that we have 60 minutes, I think we can have 10-15 minutes for each topic, but please let me know, and let's discuss how many minutes do we want to discuss a certain topic.

For example, for changing registry back-end operators, is 15 minutes or 10 minutes okay for you, or do you want to discuss more and spend less time for another subject? So I will just voting for the minutes you want to discuss a certain topic.

Changing registry back end, is 15 minutes okay for you? Any objections? Okay, 15 minutes. SLA monitoring, 15 minutes? I'm

taking this as yes. Registry operators' planned maintenance certification, 15 minutes? And I think all things RDDS, so 15 minutes, and it's making 60 minutes.

So who wants to start with changing the registry back-end topic? What are your discussion points? What do you want to discuss? What do you want to ask? Please also introduce yourselves for the record. Thank you.

RONALD SCHWARZLER:

I think at this point we did the contracts with our registry back-end providers three years before when there were much higher hopes or expectations. I think things have come to reality. But these, let's say, the monetary aspect of our registry back-end provider contract is not that fine as we would expect it to be, and recently we got many offers for just changing the registry back-end provider, because they could do it cheaper, better, whatever. This is normal in a working environment.

So what it is about if I would like to change my registry back-end provider from ICANN's side? Is it just clicking a box? Is it going through a [pre-delegation] test again or even a reevaluation? Just that we know whether we should consider changing our registry back-end provider, from my point of view mainly for financial reasons, not because it's not working. Probably this is different... We could split it. If you have some technical

problems, it probably is a different approach than it's just doing because of monetary reasons.

LINETT NARDONE:

We just recently published our MSA (Materials Subcontracting) how-to guide. We now have an assignment page on ICANN.org as well where you have all information about how to actually change the back end. There's also our AF, our Assignment... Oh, my gosh, it's too early now. No, it's not assignment... Thank you, application [form]! Pardon me. Again, haven't had coffee yet.

Kind of in a nutshell – I just don't want to direct you there – in a nutshell, it really does depend on several factors. There are several factors. Depending on where the TLD is in the actual kind of... Has it been delegated? Are there registrants? Are there... Who you're actually changing to as far as your registry service provider. There is technical testing that could be involved as well. So it just depends on where exactly you are in the lifecycle of the TLD.

What I would recommend is – again, I don't want to just point you there – but there is a lot of information that was just published there, and you can get really detailed information. And certainly what we do also request is that at any point in time just to send in an inquiry so that we can do just like a consultation call or kind of tee up everything in line so that we

can ensure that it's an [easy transition] and nothing is forgotten or lost in the actual transition itself.

UNIDENTIFIED MALE: Good morning. Can I also ask a more specific question, which is if you are in GA, and you're moving from one of the large providers to another one of the large providers, has that been done before? Part one.

And part two, for that very specific example, could you perhaps just [run through], just for a couple of minutes, what's entailed?

KRISTA PAPAC: Thanks for the questions, and I think, Brett, you have a question or comment as well. Just to make sure everybody has the same sort of level set, in the registry agreement, if you're making a change to a material subcontractor arrangement, is where the MSA acronym comes from, you're required to notify ICANN and get material. So subcontracting arrangements, it's only those that are material.

They're deemed to be material – the definition in the contract – if they relate to one or more of the five critical functions. So if you're changing the people that clean your office building, we don't care. That's the good news. If you're changing your back end or DNS provider or something, we do care. And I think

maybe... Aaron, would you be willing to step us through some key points of the step-by-step process? Aaron is our Director of GDD Operations, and it's his team that processes the requests that come in.

Before he does that, I just want to support what Aaron... Aaron? Linett was saying, I'm also not awake, by the way. Is there anybody else in this room that's not awake yet? A couple? Okay, good.

We did just publish a how-to guide to this. It's meant to be helpful guidance. It also contains the form you need to [inaudible] and submit to ICANN, and we are looking for feedback from folks.

Folks like yourself, Ronald, that are considering this are great people to look at the how-to guide, because there's others that have been through this process, and they kind of understand it a little better. If you haven't been through it, and you're looking at our how-to guide for the first time, you're the people we want to make sure understand it. We want everyone to. No offense to others who've been through it. But your input would be helpful. And we can put the link up in the chat so you know where to find the how-to- guide.

RONALD SCHWARZLER: Just to make you aware of, I think, [a way of this] is coming. I've never been approached before in the past meetings by companies, "Hey, don't you want to change your back-end provider?" So now that we're [inaudible] ability, we are over the most, let's say, critical or time-consuming work. We are somehow in normal mode of operation." And then, there is an industry out there that says, "Hey, I can do it better at a better price," and something like this.

I've got, without a request, four meetings here in Dublin where registry back-end providers are me to come and say, "Hey, change to my side," etc. So this is something I wanted to make you aware that seems to be a way where it's going the next month, that you will be approached by registries that are in good shape. They don't have any compliance issues or something like that.

But just to switch to another already well-established, let's say, [inaudible] should be the most easiest and the most common. We hope or expect that it should somehow be just clicking a box, issuing a case at [your side], and say, "Okay, we know this one. We know you, so anything should be fine," doing a short test. And this would be the ideal case.

AARON HICKMAN:

Well, we'll see what we can do about that. Let's use the example of... I think you both have been speaking of a delegated TLD that has registrations, because I think that tends to be the common case, and it is one of the more complex situations.

I think Linett started to talk about the mechanics of it. We do suggest that whenever you're considering this kind of change, you reach out to us first and foremost. We really [like to] work with people informally before you get into the formal notification process. It's never as straightforward as you might think, so we are more than willing to have a call to discuss the particulars of your situation. But that being said, we do require a form.

The form is a little bit lengthy, but it does take you through the process of all the things you need to consider as part of the Materials Subcontracting Arrangement change process. At a high level, for a delegated TLD with registrations, one of the key things that you need to come up with is a transition plan. You need to have that approved by ICANN.

The other pillar you need to have is pre-delegation testing needs to occur for the new RSP. So even if that's someone who's known in the industry, that still needs to occur, because just like with regular pre-delegation testing, everything needs to be set

up for your particular TLD in that new environment and [verified].

So once those two things occur, then we get to the point of filling out the form, providing us some ancillary documentation, and then submitting that through the GDD portal. That's sort of the high level. I don't know how much... If there are specific questions, we can certainly dig into that, but that's sort of the key highlights of [inaudible].

UNIDENTIFIED MALE: That's very helpful. Thank you. And have you done it before?

AARON HICKMAN: We definitely have.

UNIDENTIFIED FEMALE: Several times.

UNIDENTIFIED MALE: Can I ask... Oh, several times?

AARON HICKMAN: Yeah.

UNIDENTIFIED MALE: Recently?

UNIDENTIFIED FEMALE: Yes.

UNIDENTIFIED MALE: Thank you very much.

UNIDENTIFIED FEMALE: I just want to add one more thing to the informal... For those of you who haven't seen the how-to guide, to Aaron's point about the informal interaction with ICANN, your contract says you need to give us 30 days advanced notice, but because of things like testing and maybe [inaudible] the transition plan, sometimes 30 days is not enough time.

You can submit a formal request right away. But if we can't get through the processes, like the testing, like the review of your transition plan, which is dependent on you as well, we would withhold our consent and ask you to resubmit later.

The reason we ask you to engage with us informally at the outset is, one, to Aaron's point, it is a complicated process. We've been working to make it less complicated. We've made some headway on that, but we're still working on it.

Some of you have heard me say this many times. It's by far the hardest thing that we do. As we do them, we learn more. We make the process better, easier, more efficient. And again, we still have work to do, but we're making a lot of headway.

So that informal engagement helps us work with you to set your expectations, to make sure you are aware of the things that you have to do and that we need to do, so we can work together to lay out a timeline as well, and just to make sure you understand the various moving parts that will be required for your specific request.

Again, we do that informally, and when the formal submission comes, it enables it to just go through smoothly.

[STAN GRUTZER]:

I'm [Stan Grutzer] from .global. Is there anything in your experience saying that this process can be done faster than the estimated time you had today?

I had a very interesting discussion yesterday with some guys from the PDT group [inaudible] and they told me there was no difference in the process and the way of working with a transition plan and a non-delegated TLD. I see that this is an element where we can actually save some time, and it can be a

different information flow between ICANN and PDT testers to save time.

I think that in the long run this is critical for a business, that you need to have a good estimate of the time taken to change a back-end provider, and it has to be [as short still] dealing with the overall requirements.

KRISTA PAPAC:

[inaudible]. Our goal is to make it as short as possible. We're not there yet. Again, it's getting better.

I'm not sure if I understand your comments related to the PDT testing, but we... It's getting shorter. They're definitely going smoother, and again, we still see areas for opportunity to improve, and we're working on those.

The team's just been doing a fantastic job getting us to a better place. That work continues, and it's always going to be a little bit hard, especially the back-end change, and if it's a delegated TLD [inaudible] we all want to make sure we're doing our diligence and doing the right things and trying not to do the wrong things, but also working within what the contract says and what the registry transition process [inaudible]. So it's getting shorter, but we're not all the way there yet.

RUSS WEINSTEIN: One of the things I noticed that [extends] the timeline or causes some hiccups during the back-end changes is different registry service providers offer the critical [inaudible], like searchable [inaudible] being supported on both back-end providers [inaudible] are the IDN language staples being supported on both back-end providers? If they have IDNs, are they managed variants in the same way? So that's something to keep in mind, I think, for the [inaudible], and know that upfront so that you can [inaudible] those things as needing to change in their contract along with the change in provider.

BRETT FOSTER: We're going through this now. We've moving HIV from the [Phileas] back end to our back end. We'll be doing it again next month with another TLD. We actually haven't solicited either of these, so if the gentleman over there wants to take a fifth meeting, I'm happy to talk to you.

I want to just echo something that Aaron said, which was the importance of the early meeting. I found that with the one that we're doing now, the HIV transition, having an early discussion with our technical people and your technical people on the transition plan was very helpful.

And I think those discussions are helpful because if you don't have them live, then you're doing the back-and-forth with a

portal, uploading, getting a response, responding to it. And if you can just get in a room together or on the phone together and talk, I think you can cut out many days of the portal back-and-forth. So that'd be my recommendation.

UNIDENTIFIED MALE: Does ICANN require the consent of the departing registry operator? Back end.

KRISTA PAPAC: The registry operator who's the contracted party is the primary contact, like all of your transactions with us. So the registry primary contact for the registry operator of the TLD is the party that has to request the change and is authorized to request the change to move from one back end to another.

UNIDENTIFIED MALE: Right, so the back end [inaudible] don't require that the departing –

KRISTA PAPAC: They're not a contracted party to us.

UNIDENTIFIED MALE: ...back-end operator?

KRISTA PAPAC: Correct.

MARK ANDERSON: You mentioned transition plan a couple times. I was wondering if you could elaborate a little bit on what goes into the transition plan and what kind of things you're looking for in the transition plan?

KRISTA PAPAC: Francisco can address that, but what I will tell you is in our handy, dandy how-to guide there's a section of it, an appendix – I think it's an appendix – that lays out what we want to see in the how-to guide. It's kind of a point-by-point with a sentence or two describing what each point is and what we're looking for. But maybe you can give us some high-level points.

FRANCISCO ARIAS: Good morning, everyone. The transition plan is expected to cover the detailed steps that are going to be taken to transition all the critical [inaudible] DNS, DNSSEC, EPP, RDDS, [inaudible]. And we look at the transition plan to make sure that what is being proposed makes sense and covers all the [inaudible] we are looking at DNSSEC, that we see that there is a plan for the

[key rollover] that is not going to break [inaudible] trust from the root. And remember, you have an [inaudible] in your contract, or ours. If you were to break the chain of trust with a poorly planned [key rollover], well, we don't want to be in that situation. So that's...

So in summary, we're looking at the detailed steps of going to do the migration for each of the critical functions. I don't know if that makes sense. Are you interested in more detail, Mark?

MARK ANDERSON: No, that's good. Thank you

[CRESCENT AZAKWI]: I just wanted to ask, is the fact that a registry operator is going through the Material Subcontracting Assignment process, would that be a sufficient basis to excuse that operator's failure to meet the one-year delegation deadline if they were still within that time frame? Thank you.

RUSS WEINSTEIN: Our general expectation is, no, it's not a good excuse to miss that contractual obligation. Certainly we can... The more information we can get up front, the better, and we can get you as close to that 12 months if it's absolutely [infeasible]. But I

think the baseline is, no, you've really got to try and get to that 12 months.

AYSEGUL TEKCE: Anything else on this subject? Let's move to the other topic we have, which is SLA monitoring. Who wants to go first?

MARK ANDERSON: This is one I submitted, so I'll start. I guess I was just wondering if you could give a little update on how SLA monitoring is going. I know there's recently been an API put out for beta where registry operators can queue the system and get more information. I was hoping maybe you could expand on that a little bit.

Also, my understanding is currently there's only WHOIS and DNS monitoring. I was hoping you can give an update on where things are with [Padilla] EPP monitoring. Thank you.

FRANCISCO ARIAS: I'll start with the second question. Yes, it's true, we are only monitoring DNS and RADS at the moment. To be clear, when I said DNS, I mean also DNSSEC. [inaudible] trust is not broken, and everything is properly signed. We are not currently monitoring EPP. There is not [inaudible] even a plan, it's the

idea. It's in the long-term road map, let's say, but there is still no clear timeline when we are going to get to that. There is still more development that needs to happen in regards to the existing services that are being monitored before we can take on EPP.

This has come up with... A few raised this in individual conversations. I just wanted to say here [inaudible] bigger audience that whenever we are ready to start planning for monitoring EPP, we would like to work with you.

We understand EPP is not as simple as monitoring [inaudible] services like DNS and WHOIS – RDDS, I should say. And we need to work with you. We are going to need to adapt to the different things registries may be doing. EPP is a service that may bar you from [inaudible]. You may have different extensions and different [inaudible] etc. So once we are ready to start monitoring EPP, we are going to work with you. That would be the plan. Like I said, there is still no timeline on when [inaudible].

Regarding the first question, yes, indeed, we have a pilot for the API of [inaudible] monitoring. It's available to any registry that would like to have access. If you are interested, send [Sumira] [inaudible] and we'll work through it to give you access to this

API. [If] memory serves, Verisign is already in the pilot, and you have been providing [in] that.

The plan with the pilot is to have it running at least until the end of the year. And depending on how things, we can then give access to everyone. So with proper SLA [inaudible] you guys have access to the system with [inaudible] there so you can rely on it. For now, it's [pilot], so we take the system down from time to time to make changes according to the feedback we receive, our [inaudible], things like that.

AYSEGUL TEKCE: Any other comments? There were seven people talk about SLA monitoring, and now...

UNIDENTIFIED MALE: You just mentioned that there's a [bid] for the API. Is this correct?

FRANCISCO ARIAS; Yes, correct. For what it's worth, I talked with [Leah], and I think we're already working with you guys to have access.

UNIDENTIFIED MALE: Sorry, I didn't know this.

AYSEGUL TEKCE: Anyone else?

KRISTA PAPAC: May I ask a question? Is there anybody who's using the beta that wants to talk about their experience with it? I actually heard some really good feedback from someone, which is why I brought it up. But I think that people have had some really good experience using the beta.

RUSS WEINSTEIN: I just know anecdotally from our tech people that they love it. The idea is that, for those of you that don't know, that you'll get the information in real time that ICANN's getting. So you'll know. You don't have to wait on the SLA. You'll get the data that they're getting, and you can self-remedy before you get the SLA notice. So a great concept.

AYSEGUL TEKCE: Any other person who wants to speak about SLA monitoring?

Our third topic is registry operators' planned maintenance notification. Please go ahead.

[ATUSHI ENDO]: I raise this topic. Our understanding is the registry operator, the registry service provider, has to send the notification that they're

doing the planned maintenance before 24 hours prior to the maintenance, and then after any ICANN reply with the ticket number.

What happens to us is we send in, and we receive the ticket, but on the timing of the maintenance, our emergency contact receives the phone call. This is what we don't [inaudible] in the... We'd like to happen... We don't want this to happen again, so what's ICANN's inside procedure about the notification and the monitoring? I would like to discuss about this. Thank you.

FRANCISCO ARIAS:

Yes, you're right. We are lacking the [mechanics] to stop the alerts, so if you [inaudible] the first threshold 10%, then you will be contacted. We are working on developing an automated solution to stop that. The plan is to have a functionality in the [RRI], the API, that you have to submit monthly reports. In that you will tell us, "This is my maintenance window," and then that will make us stop the alerts.

What we are planning is only to stop the first threshold, the 10%. We were thinking you get to 25%, perhaps that's such a long maintenance window that we'd better tell you that your service is approaching the [inaudible] threshold independently, if you have notified us of this maintenance window. So that's something that is coming, and hopefully that will solve the issue.

AYSEGUL TEKCE: Anyone who wants to talk about this topic? Okay. Our last topic is all things RDDS. Who wants to start?

MARK ANDERSON; This one was mine as well. I just threw this out there, because there's a lot of things going on within the ICANN community related to RDDS, the umbrella for WHOIS and RDAP. Frankly, I have trouble keeping track of them, and that's kind of my job, so I just threw that out there as a discussion topic. And maybe I gave ICANN staff the opportunity to maybe talk about that, and maybe consolidating or at least coordinating some of those WHOIS and RDDS-related efforts.

KRISTA PAPAC: Francisco probably has some things to add, too.

How do we have this... We do have it written up, "All Things RDDS." That's actually how we refer to it internally as well, so you're on message. We've been working, actually, for a while to coordinate all things RDDS.

It came, I think, actually from discussions with registries, registrars, and actually even the GAC, I think, brought it up about a year, year and a half ago, at an ICANN meeting. They had

concerns. There's so much going on with – I can't get used to calling it RDDS – so much going on with the WHOIS, and we should make sure that we're paying attention, because the multiple projects that are going on are in different stages of being in flight.

We actually put together a road map, which I think was also requested by the GAC, might have even been GAC advice, but kind of trying to show where the different projects are and how they fit into the big picture.

Internally, we've had an effort for at least a year, if not longer, to really make sure that we're paying close attention. Not that we weren't paying attention, but we want it to be more coordinated, and all the teams that are impacted by the various RDDS projects understand where they fit in the map. I don't know if we published that this meeting, but we've been publishing updates on that periodically. So that's kind of the big picture.

The other thing that we've been doing – and this came out of requests from you guys to us, and us being the services team and the tech services team – was coordinating the implementation project.

This is all the different projects in the big picture. Some of them are just sort of a brainchild stage. Some of them are in a policy

development stage, and many of them are in implementation or nearing implementation, which has operational impact to you guys.

From the implementation/operational side of things, we've been coordinating RDDS implementation projects to make sure that we can bundle them where it makes sense so you're not constantly in these crazy development cycles that you don't understand when they're going to occur or what's coming.

So there's been an effort, and we've actually done this in a couple of different instances in the projects that we've asked you to implement or that we're going to be asking you to implement. We've been coordinating them and bundling them as they relate to RDDS.

The other thing we did is we implemented – I'm using "implement" a lot – we rolled out an implementation lifecycle or whatever. We tried to only ask you to do implementations February 1st and August 1st, every six months. February 1st and August 1st are sort of the dates that we target. So we give you a minimum of six months' notice, and that six months has to be either before February 1st or August 1st.

For example, if it's the middle of March and we have something we need you to implement, we would not put you – we would try not to; there might be some urgent thing going on, but so far we

haven't had that. We would ask the implementation to occur at the next window at least six months out. So that March example would mean that we would ask you to implement February 1st of the following year.

There's been quite a bit of effort on our side to make this as painless as possible for you guys, and also to just have it make sense, and be rationalized, and to give you guys enough time to get it in your development pipelines and do the work that you need to do.

I don't know, Francisco, if you have anything to add to that, or if there are follow-up questions.

FRANCISCO ARIAS: No, I think you covered it pretty well.

AYSEGUL TEKCE: Now that we covered all the topics...

UNIDENTIFIED FEMALE: [inaudible]

AYSEGUL TEKCE: Okay, we have another one, Spec 11 advisory.

CRYSTAL ONDO: Here comes [Yasmin]. What's the timing on the Spec 11 advisory? Thanks.

KRISTA PAPAC: Thanks for the question, [Yasmin]. I did mention I wasn't awake yet, correct?

Thanks for the question, Crystal. We're working on the advisory. It's taking us longer than we expected, which happens sometimes. We're hoping to have an outline, I would call it. It's really bullet points, kind of... I don't want to use "framework," because it's related to another project that's on this area. But it's an outline. I think of high school and when I would have to do an outline of the paper I was going to write. We're expecting to have an outline sometime next month.

We'd like to have a draft to share with the registries by the end of the year. It would be ready... Sorry, let me say that differently. We hope to have a somewhat-final draft for us internally by the end of the year, and then we would want to share that with the registries sometime in January. I'm thinking mid-January, people come back from the holidays, and what we'd probably do is send it out to you guys in early January, and then schedule a discussion call sometime in mid-January. So that's our current timeline.

CRYSTAL ONDO: When you say, “share with the registries,” do you mean let us review it privately before it's published, or do you mean published to the world and then we talk about it?

KRISTA PAPAC: No, we did this with the WHOIS clarifications, actually, but you guys forgot that we shared it with you. But yeah, we want to follow that same process. We're like, "Here's what we're thinking..." Outline is to give you an idea of where we're going, and then the draft that we would share in January would be, say, like, "Hey, here's what we're thinking of publishing," and then it would get published sometime after that.

I guess the thing I would ask of you guys is to be thinking ahead. You'll see the outline in November, and you'll know that you're getting it sometime in January, but to be thinking ahead about keeping some time reserved to take a look and give us your thoughts.

CRYSTAL ONDO: Great, thank you.

[YASMIN]: [Yasmin] [inaudible]. Just wanted to clarify the Spec 11 advisory with respect to the purpose of the advisory, that it's not ICANN's interpretation of the Spec 11.3b, and that interpretation won't be imposed on registry operators. It's just a, "Hey, this is how you may be able to do it," not, "This is how you should," and not, "This is how you must."

KRISTA PAPAC: Thanks for the question, Crystal. I'm just kidding, [Yasmin]. Yeah, the purpose of the advisory is... Maybe if I can explain for folks who may not know, we've gotten questions over time about Spec 11.3b and the language is... It's not super-specific. It says you must do periodic technical analysis. You must keep reports. We can ask for them.

And some registries, not all, have said, "Well, what is periodic, and what is technical analysis, etc.?" And they've been looking ICANN to say, "Could you just tell us if we do these five things?" I'm oversimplifying it, because it's easier for me to understand. "ICANN, just tell us what five things you want, and we'll just do them. We just want to know we'll be in compliance and we don't have to think about this as much." So the advisory is really to do that.

To get specifically to your point, because I know there's a lot of concern about this, the purpose of the advisory is to say, "Here is

a way that you could do your technical analysis and your periodicity and all of those things."

If you do it this way, you would be presumed to be in compliance with Specification 11, Section 3b. If you do it another way, it would just work the way it has been working, meaning... Many of you will know...will have been through this, but Compliance may have asked you what you're doing for Spec 11.3b. You would have said, "Here's what we're doing." They evaluate that and say, "Okay, thanks," or, "It seems like this isn't right."

So, again, it's a way you fulfill your Spec 11.3b requirements, but there are many other ways that you can fulfill them as well. And those would just be evaluated one-off if you had a compliance complaint or you were subject to audit or something like that. I hope that helps clarify.

CRYSTAL ONDO:

Follow-up question. I believe that Spec 11.3b is part of our audits, so are you looking at what people have responded to in those audit periods to form your draft?

KRISTA PAPAC:

Yeah, absolutely. We've looked at that. We're looking at also the related/not-related-ish framework for the security framework project that's going on. Some of the questions we asked initially,

people gave us feedback that could inform what people could do for Spec 11.3b. So, yeah, we're looking at all the data sources that we have to help inform the draft.

AYSEGUL TEKCE: We have 15 minutes left, and we covered all the topics so far. Are there any other topics you want to discuss? Anyone in the Adobe room?

BRETT FOSTER: You all were going to update the CCDS portal at some point. What is the status of the update to that and the feature set that you're adding?

KRISTA PAPAC: Thanks, Brett. We're looking at that, also taking longer than expected. We think it's a bigger project than we initially thought, so there's an effort going on inside the company. The technical product manager for CCDS is not looking just at updating features sets, but looking at the whole platform.

I know a lot of you have commented recently through various ways or let us know you're getting a lot more requests. Usage is going up. So I think CCDS is getting bigger faster than we

expected, and we're thinking that we need to reconsider how we're scaling it and what we're doing.

So the feature sets are coming more slowly because we're looking at the entire platform rather than just adding new bells and whistles. I don't have a timeline for that yet, but let's make sure we figure out what that is and get you guys some more information.

CRYSTAL ONDO:

Are you monitoring CCDS? We internally took our numbers, and the spike is huge this last month. The last four weeks, I mean, it was more than ten times what we've gotten before on a daily basis. I'm not sure where it's coming from. I know I'm not the only registry that's experiencing that. But when I did raise it to ICANN, they asked me for all the data. But CCDS is your tool, so I'm pulling data off your tool, or my tech team is, which seems like if I'm looking at it, are you not looking at it?

KRISTA PAPAC:

Sure. Thanks, Crystal. We do look at it. It doesn't have quite the functionality on our side as... That's one of the things we're looking at. Again it's... I don't know, I wasn't at ICANN when it was initially being planned, so I'm not sure how the business requirements were developed, and we're certainly a much

different company now. We didn't expect to have to need some of these tools, so that's another thing we'd like to be able to have more visibility.

I know we're asking people for information, and unfortunately we don't have the ability to... We can see some things, but not a lot of the things we'd like to be able to see, so it's one of the things we're looking at adding from our side as well.

CRYSTAL ONDO:

Sorry, another follow-up. I know CCDS hasn't been an issue for us. At registries, they get compliance notices based on when they respond. And maybe this is a topic for later today. But given the volume, do you loosen your time expectancies for responses on a registry? I guess I can follow up with Maggie later.

KRISTA PAPAC:

Yeah, I would encourage you to ask the question in the Compliance session as well. The contract doesn't currently define the response time, which has been a challenge, and it's one of the things that you guys will know, I think, is in the draft changes to the base agreement. There's a timeline that's been put in there.

I don't know what Maggie would consider. I do know that in general Compliance tries to approach things with a, "Hey,

what's going on? Tell us your timeline," approach. As long as you're responsive, they're usually pretty collaborative.

It is a challenge, because there is no specific time. It's not time-bound in the contract, which it should be, because then you know after ten days I'm late or I'm not, as opposed to, "Hey, we've got a complaint; can you please go deal with it?" So, yeah, ask her.

AYSEGUL TEKCE:

Any other topics? Great. Krista, do you want to wrap up?

KRISTA PAPAC:

Thanks, Aysegul. Thank you, guys, for attending. I don't know if the lack of topics and discussions is because it's too early, which I'm going to talk to them about not making this meeting so early, or if the discussion on transition is just taking everybody's attention, or if things are actually going a little more smoothly for you.

But we appreciate having the candid, open dialogue. This is a helpful session for us, but it needs to be good for you guys too. So if you think it's not good, or you think it's good, or whatever, we would appreciate that feedback as well. Just thanks to everybody.

[Yasmin]?

[YASMIN]:

Just a final point. I think certainly from our point of view, from an operational perspective, things are a lot more smoother. We had our lovely engagement manager, Valerie, visit our offices recently, and that engagement was great. We were able to provide Valerie with some insight of the operational aspect, where certain teams lie, and the mechanics of operating various New gTLDs. So that's just some positive feedback for a change.

KRISTA PAPAC:

Thanks for actually bringing that up. Some of you have heard me say this. We have just rolled out... Valerie and Linett have each taken a trip, but we're going to the next phase of engagement, if you will.

Now that we have gotten through some of the initial steps of building a team and getting people on-boarded and trained, we're starting to now shift our focus more externally. So your engagement managers will be coming to see you. As I like to say, they're going to come visit you in your natural habitat, which has happened to [Yasmin], and just get to know you a little better, get a little bit of experience from you, what your days are like. You can have a dialogue with them about whatever your

challenges are, questions, etc., but you can do it your natural habitat. So you will be hearing from them.

This will be an ongoing thing, but we're just rolling it out right now. Thanks for bringing that up, because I think it's a great thing. They're excited. I hope you guys are excited.

And I also want to thank you for the feedback on improved operations. That's certainly thanks to these folks over here from the staff that are Operations Team and know how to make those things go more smoothly. So thank goodness for them.

I don't know if anybody has anything else, but if not, thank you so much for your time today, and I hope everybody has a safe trip home.

AYSEGUL TEKCE: Thank you, everyone.

[END OF TRANSCRIPTION]