BARCELONA – ICANN GDD: What Issues and Challenges are Registrants Having Managing Domain Names?
Wednesday, October 24, 2018 – 08:30 to 09:45 CEST
ICANN63 | Barcelona, Spain

BRIAN GUTTERMAN:

Good morning again. A couple of housekeeping things. I wanted to apologize to a couple of scheduling conflicts happening this morning. There's a few other important sessions happening at the same time particularly a session between NCSG and the Contracted Parties House. The presentation, of course, has been uploaded online and it will be recorded. So we hope that folks who can't be here in person or who aren't participating online will check out this presentation and give us feedback, join the dialogue after we leave Barcelona on these issues.

Good morning. My name is Brian Gutterman, not to be confused of course with all the other Brians who have been speaking in ICANN63. That's a morning joke for you all. I am the Registrant Program Manager for the GDD Strategic Programs Team at ICANN org. Thank you for coming this morning. This morning's session is about the ICANN or Registrant Program. More specifically, about a recently published report about some of the issues and challenges that domain name registrants are facing according to at least a few data samples from ICANN Org.

I won't be reading through the entire report. I hope you'll all take a few minutes when you get a chance to go through it yourselves. But what

we'd really like to get out of this is to really try and spur and encourage a community dialogue for the community to discuss amongst themselves with the org about some of the issues and challenges that registrants are facing and how the ICANN community might go about working towards resolving some of these issues and helping registrants.

So, I'm going to begin this morning with a short overview of the Registrant Program for those that aren't familiar with it. I'll outline our primary program goals and then I'll speak to the report. And then the second half of the session I really hope you'll all share your thoughts on issues and challenges the registrants are facing and have an open dialogue and Q&A.

Our program goals. First goal, educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them. Second goal, identifying and raising awareness about issues and challenges that registrants are facing. The goals do complement one another. They sort go hand in hand.

What we are not doing is advocacy work. We're not trying to influence any policy. Making that, of course, is for the community only. That is not our role. Our focus on creating the educational materials and on raising awareness through publishing reports like [this], through having sessions at meetings, through webinars, through any other means to engage with the community is to facilitate discussions

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amongst the community, again, about these issues and challenges that registrants are facing.

Throughout all of ICANN's work, we endeavor to serve the global public interest , domain name registrants and end users of the Internet by ensuring a secure and stable DNS all while promoting trust, choice and competition in the industry. Domain name registrants are an integral component of the DNS. Registrants, of course, are the individuals that have acquired the right to use a domain name for a period of time via an agreement with a registrar or reseller. We're committed to providing registrants with up-to-date information about their rights and obligations, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.

So who are we talking about when we talk about registrants? Depending on who you are and what community you're a part of, you might think of registrants in a different way. What this slide shows here – it's a slide from our ICANN Global Support Center and it describes sort of a typical registrant contact profile, of the types of registrants that are contacting our Global Support Center.

Of course, there's millions of registrants around the world. Some might have one domain name, others may have two or three. Others are investors with large portfolios of names. Some are registrants who register on behalf of large corporations, etc. The kind of registrant profile that we have been targeting are the sorts of folks that are contacting ICANN, at least through this first year and a half of the

program because that's kind of the information we have at ICANN Org close to us.

So, who are the types of registrants contacting our GSC? Many are small and medium business owners, individual Internet users, bloggers, community site owners. They consider their website to be their domain name or website to be mission critical and/or revenue impacting. Most of the time when they contact ICANN, there's a heightened sense of urgency, sometimes there's regional challenges involved, the registrars maybe don't speak their language. They are oftentimes – which is something we touch upon in the report later – they aren't educated or aware of the broader community and ecosystem, the role of ICANN vis-à-vis the role of registries, registrars, resellers, hosting providers. So if something's wrong with their domain name, it's hard to know who to contact.

This is a typical profile and this is the kind of profile we are trying to write to in our educational materials, which I'll get to next. So, we're trying to develop materials that are written specifically for these sorts of registrants who are probably aren't the types that are coming to ICANN meetings, maybe not from the technical community, so to speak, but more so maybe a small business owner who maybe has just one domain name and just wants their lights to be on, they want to be able to manage their domain name smoothly.

Is there any question in the remote room? Okay.

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What this slide shows – this is from our ICANN Compliance Team and I'm going to try and speak a little bit to our educational materials. This data is published monthly and there's more data sets published quarterly as well from our Compliance Department. You can find this all on ICANN Org. Go to the Compliance pages and you can see there their data. It's really great. And you want to get some insights to what we publish in the report about the types of issues and challenge the registrants are having.

This is from last month, September 2018, Registrant Complaint Volume by Complaint Type. What Compliance tells us is that some of the most common topic areas and they categorize their inquiries with their complaints in this way. Some of the most common types of complaints coming from registrants pertain to WHOIS inaccuracy, transfers, renewals, deletions, URDRP. Again, we encourage you to go check this out for yourselves. There's lots of good detail and data from our Compliance Department.

So what we've done so far in creating our educational materials, we're not coming up that out of thin air. We're trying to look at the types of issues that registrants are coming to our Global Support Center with to our Compliance Department with. We also hear from our Complaints Officer who also gets inquiries from registrants and we learn from this and we try and see, "Okay, what are the big issues that registrants are having?"

A couple of examples we've heard, people are confused by the WDRP notice they're getting. So we're trying to teach them it's important to

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keep your contact information up to date all the time to avoid confusion later on. What's up with this transfer policy? What's in the transfer policy that's actually there to protect registrants themselves. So, content about transfers. General content about the domain name industry. What is a registrar? What is a registry? These sorts of things.

We get insight from our internal sources, from data we have. We develop the content. We had it reviewed by our SMEs internally and we publish it and we also translate it into six human languages. The intent there is, of course, to try and get it to as many registrants around the world as we can.

So, please, I encourage you all please share this with your constituencies, with your stakeholder groups. This is on ICANN.org/registrants. This is sort of our homepage, so to speak, with resources for registrants – our latest educational materials, FAQs, and also channels to contact our Compliance Department, our Global Support Center, etc. So, please check that out. We also translate the content there, so we hope that's useful. That's sort of the educational side of the work.

Okay. Next, this report, Issues and Challenges Impacting Domain Name Registrants, this was published last month in September. We promoted it through various channels from the organization side. Again, we hope you take some time to go through it if you haven't already. It's not very long. The intent of this report is to support the effort that I described before, our program goal of identifying and

raising awareness about issues and challenges that registrants face in managing their domain names.

So to this end, we decided to publish semi-annual reports. That is our commitment. This was the first one and we plan to publish this twice a year moving forward, getting feedback from the community about how we did, what they like to see in the future reports. So, that's what this session is about and that's what I make myself available to you, to hear ideas and things you'd like to see in the future reports. So we are just providing quantitative data that we have at ICANN Org to inform community discussions and hopefully collaboration around these sorts of issues. What this report contains is data from our Global Support Center (GSC), our Compliance Department and as well as some observations from the ICANN Complaints Office.

Our methodology – at least for this first version, the three data sets. The GSC data is for a six-month period from July to December 2017. What we did is sort of drill deeper into the data that GSC collects for each inquiry they get. We looked at 15% of the total inquiries from each inquiry category. Category such as renewals, transfers, WHOIS inquiries, things like that. We reviewed them and further categorized them into more specific issue areas.

From the Compliance Department data, what you can see in the report is pulled from June 2018 monthly dashboard report in the 2018 Q2, quarterly report. Again, in the slide deck, you can access all of this Compliance data on ICANN Org website, so please check that out. They publish really good stuff, extensive stuff that I think is very

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interesting for those that are thinking about registrant issues. Also, you go check out their transparent reporting methodology as well.

From the Complaints Office, the Complaints Office published their first report in March of this year, so what you see in my report is repurposed from the Complaints Office semi-annual report.

Quick overview. Summary of some of the sort of high-level observations that we made from these particular albeit small data sets. So during the GSC reporting period reported on here, the foremost common inquiry types from registrants were domain name management issues, WHOIS verification and suspensions, rights protection and ownership disputes and transfer issues. These four categories accounted for 71% of the 4582 inquiries received during this reporting period.

While ICANN Compliance does not track of complainants or registrants or not, they do estimate that four of the most common complaint types filed by registrants with ICANN Compliance are related to domain deletion, domain renewals, transfers and UDRP. WHOIS verification inaccuracies, domain name transfers and renewals are among the top four categories of complaints and inquiries received by both GSC and Compliance. So we saw a bit of overlap there, some trends about some of these buckets of issues that seemed to be problem areas.

And then what we pulled specifically from the observations of the first report of the Complaints Office was what I spoke to earlier is that

many registrants do not fully understand ICANN's remit, scope of authority, role of the registries/registrars, the ecosystem at large. Those that maybe are coming to ICANN meetings might understand this stuff. The reality that we found and also what we hear from Contracted Parties and other involved community groups on registrant issues, the everyday registrant doesn't know what ICANN does. They probably needed the domain name and they quickly searched and registered for whatever was easy at that time. They often don't read their terms of service, etc. They just want a domain name. They want to get up and running with whatever they want to do with their website. So that drives why we want to provide educational materials and get the community talking about issues that they're having. Once they have a domain name, they're having issues managing them.

HEATH DIXON: Heath Dixon from Amazon. I'd like to go back to slide that you were on and push back a little bit on that second bullet. So I guess a couple of questions there. One is I noticed when you're showing all of the compliance data, and so it was showing a huge amount of WHOIS inaccuracy, which I imagine a lot of those are not being filed by registrants or being filed by people who are trying to enforce rights, law enforcement, whatever. Do you plan to start breaking the data down so that you can get a better understanding of what the actual registrant complaints are? I guess that's my first question.

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BRIAN GUTTERMAN: In regards specifically to WHOIS inaccuracies or in regard to the compliance data?

HEATH DIXON: Into all the compliance data.

BRIAN GUTTERMAN: Well, I actually won't speak too much about our compliance Department's data because I'm not from compliance. I mean I don't know if you've checked out what they do publish, their monthly dashboard reports. I know they come in report on their data here at ICANN meetings periodically. So I would encourage you to ask them about these sorts of things in terms about getting deeper. Perhaps we would like to do that to really better understand what our target audience, the registrants, why they are asking or filing complaints about these specific things.

Your point is taken. We would like to drill a little bit deeper. However, I don't want to make any promises, so to speak, and I would direct you to them first and foremost. Yeah, go ahead.

HEATH DIXON: Well I was going to ask you about, have you seen a decline in the WHOIS inaccuracy complaints with the temporary specification or is it increasing? But I understand that that would be a kind of question I take to them. It feels like though this is an important effort that you all have started, but one of the first things that I think you've revealed is

that the data that you have on complaints isn't really showing you what the registrant complaints are versus complaints from the rest of the community. So it seems like this is a good opportunity for you to encourage your colleagues in Compliance to start collecting that data so that you can really start producing reports at really targeting what are actual instead of estimating what the most common complaints are. You'd be able to really drill down on what those are and then start digging into some ways to figure out how do you fix those?

I guess the second question – and I'm afraid you're going to tell me to talk to Compliance but out of these complaints – how many of them when they are pursued with the registrars are actually revealing that they're legitimate complaints as opposed to customers not understanding something?

BRIAN GUTTERMAN: Sure, there's a lot of that and I don't want to keep directing you back to Compliance because we are talking about this report and this was published here. Yeah, sure, oftentimes no. it wasn't the registrar's fault. There might have been some confusion. What we hear generally is sometimes there's communication barriers, breakdowns between the customers and the registrars. Maybe neither party is at fault, so to speak. It's just something happened or the registrant got flustered and couldn't find the right number to call so they contact ICANN. But in reality, the registrar wasn't doing anything wrong. It was just confusion, lack of education on the registrant's part.

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Again, these would be better questions for our Compliance Team but I hope I'm trying to answer your questions a bit more and I really appreciate your suggestion and I think that is the road that we would like to go down. And again, it's drilling deeper and finding the root causes of the common complaints.

Frankly, the registrars probably have a lot of answers to these questions too and they can tell us – we'd like them to share with the community what are they really hearing from their registrants about the problems that they're having, whether it's about the policy or just general customer service.

HEATH DIXON: Just to be clear, I'm here because I think this is a really important thing that you all are doing and I think with the first report, there's an opportunity to learn some things about what we could be doing better so that we can get better data about the registrants so that we can better serve the registrants. And so I think breaking the complaints down and getting Compliance to really start asking that question is crucial and I think you all can really do that because you can point to the importance of this effort, and I think beyond that going and digging into what are the legitimate complaints so you can help figure out how to make registrars better versus what are the education issues that you can help educate – figure out what issues do you need to be educating the registrants about.

I think those would be two really important efforts and so I encourage you not to just rely on the data the compliance gives you but to push them to start collecting some data that would be useful for helping registrants. That seems like a really important effort and if they're not willing to do that then I think that when we come back and have this session next time, I'm going to ask the same question and you can tell me, "Compliance doesn't want to do it," and then we can start putting some pressure on Compliance to actually start trying to help registrants. Because otherwise, you're not going to figure out what are the education issues versus the registrar issues.

RUSS WEINSTEIN: Thanks for this conversation. I think it's really important. I do think the data we have from our Global Support Center actually is pretty indicative of when there's concerns from the registrants being voiced to ICANN and which ones are true complaints versus the registrant doesn't understand something. I listen over the phone or I listen over as I walk the halls and the Legal Support Team is on the phone with folks trying to explain, "No, no. Here's your registrar. Here's what's going on here. Nothing wrong has happened here. This is the situation."

So I think the Global Support Center data is actually pretty indicative of the second part of your question. I think it is a viable or is a good thing you're pointing out that maybe we can look into the Compliance data and determine which ones are actual registrants versus not. But then again, if it's someone's representative for a registrant, the

registrant, is it not – it's kind of all the same problems we have in all aspects of the distribution channel. And also just the level of effort given. If it's something that we can automate, yes. If it's something we have to go over manually, it might not be worth it if the Global Support data is a good proxy for that. But definitely a good conversation to have and thank you for being involved and voicing your opinions. Thanks.

HEATH DIXON: I want to take your point too about going back to the registrars and asking them about the complaints. I think that's another great thing to do. And I think as you get to maybe the second or third report and start refining the data and then go talk to the registrars about it, they're going to then start poking back on the data and asking questions about how you got to the data, how much of it is the registrar versus – they're going to start asking you these questions too. But I think then we can follow up. That is really the second part on this effort, to try to figure out how do we get the registrars to engage to do better, not just the ones that are showing up at ICANN but help educate registrars better as well.

BRIAN GUTTERMAN: Sure. What you're talking about is – really our goal is to generate interest. And thanks, Russ. The GSC data, I think we do have an opportunity to dig a little bit deeper just because of the volume of inquiries that they are getting. If you read the read the report – we dug

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in to just 15% of the six-month period by category and did start to unearth some better details than we had before. We're publishing that here but we certainly acknowledge that there's a lot of ways we can improve moving forward. We learned a lot doing this first version. That's one of the things we want to improve on next time, it's digging deeper and maybe looking at some specific … what is about transfers? What is it about renewals? Asking further questions and looking at the data that we do have available from GSC complemented by our Compliance data and other sources that we might find and maybe the community wants to provide some data too that we can all look at together. So, thank you.

Transfers, for example. This is a little bit of what I was talking about in terms of getting a little bit deeper. This shows there were 592 roughly inquiries to our Global Support Center during this reporting period on issues related to transfers. We looked at 15% of these. We looked at the tickets from GSC – 90 of them – and then further categorized them. Again, we have our limitations about what sort of real conclusions we can draw. These are observations, just an effort to further categorize them, again, drill deeper. Maybe we can do more of this for the next version.

So, you can see the registrant is inquiring about the registrar being unresponsive or uncooperative to transfer requests. We take that as is. We can't place blame on either side. There was some sort of issue there. But again, this is what we're hearing. They needed their Auth-Code, they're asking for their Auth-Code from ICANN. ICANN, of course,

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is going to say, "No. We don't have that for you. You have to get that from your registrar." Just an example. Those registrants probably don't know what an Auth-Code is to begin with. Again, these are the kind of issues that we're getting at.

Again, it points to the educational materials that we are developing. We talk about these things like the Auth-Code that people that know the ecosystem well – technical folks – they might know what that is but most registrants don't. They only learn about them when they get to the point where they are demanding the transfer. A bit of data there. Again, I encourage everyone to look at the full report and see more of this.

Here's another example on renewals. This is from our Compliance Department. These are closed registrar complaints. Thirteen of these complaints, the registrar actually did demonstrate compliance with ERRP. So, whatever happened that led whoever – we can't even say it was the registrant – but the complainant to contact ICANN and file a complaint. ICANN then went back to the registrar and confirmed that they did comply with the ERRP. Again, more of this in the report itself but this is an example of the kind of data that you'll find there and that we are looking at. Again, I'll pause for any comments or questions. Yes? Thank you.

[STEFANO VENU]: Hello. [Stefano Venu] French National Cybercrime Unit. I find the figures very interesting on the previous slide on the main complaint –

oh, the previous please, sorry – and based on not accuracy of the WHOIS database. And I was wondering even if we're talking about figures back to 2017 but since the implementation of the GDPR, you have [inaudible] new complaints because nowadays [inaudible] can't even check if the WHOIS database is accurate or not. How do you intend to deal with those complaints as in fact you won't be able to do something about the registrars?

BRIAN GUTTERMAN: Thanks for your question. Again, I am not part of the Global Support Team. When we're speaking to this data in particular, they have said that there was an uptick in inquiries about GDPR itself and its impact on the WHOIS database. What they have done is develop their own sort of knowledge articles and ways to respond to these inquiries. I do acknowledge again that this data is from last year and in future iterations let's see when we unearth some more details, when we dig a little bit deeper into inquiries from say the past six months now what we'll find. We look forward to reporting on that, but that's a good point – how our registrants react into this.

We've heard from Contracted Parties as well that their customers are asking them about: what does GDPR mean for me? Is my information there? Is it not? How can people find me? How can they not? An interesting trend and issue to look at going forward together I hope.

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HEATH DIXON:	Heath Dixon from Amazon. Help me understand with the tables. So this is for the GSC. You've got total inquiries analyzed versus total inquiries submitted. So it looks like you all went analyzed 15% of the total per category. So does that mean that GSC is just taking the top-level category and then you all were the ones that were assigning the additional categories? Or is GSC – how does that work?
BRIAN GUTTERMAN:	We used GSC's categories and then further tried to drill deep. Again, we would've liked to look at more. It was just more sort of the lack of time and resources to go through all this data one by one and something we want to improve upon, including the methodology of how we did it. Again, this was our first go through. But yes, that's more or less what we did for this version.
HEATH DIXON:	What's the goal of doing this additional breakdown? Is it so that you all can analyze the data better so that you can decide how you can better serve registrants? Is it to push GSC to do something different with their data? What's the hope here?
BRIAN GUTTERMAN:	The hope, yes. It helps us in terms of the Registrant Program gain further insight. But more so, we really want to put this out to the community. We want to hear these sorts of reactions from everyone and see what they think – if they think we should be trying to publish

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more of this, what other data sources can we find. We want to just generate discussion amongst the community, between community groups as well. That's really our purpose, to sort of raise awareness. Not that the Contracted Parties or others aren't doing this in other ways – raising awareness about registrant issues – but we hope this contributes and helps a bit. It's more to just get it out there and to spur discussion. I hope that helps.

Okay, next steps. I think I've touched on these points as well so we're going to continue to work with departments across the organization that have touch points with registrants, so it's really an org-wide effort here to gather and analyze this data on an ongoing basis, publish similar reports, improve reports – we hope – twice a year and this is part of our broader effort to raise awareness about these issues and challenges that registrants are facing. Like I said, we want to encourage the community and anybody reading this reading this report to share data they might have on these sorts of issues impacting registrants. We want to provide a space for folks to come and say their piece and talk about what issues they think registrants are having. If you're a registrant yourself, please come to the microphone this morning and tell us what issues you're having. But also, we want community leaders to become informed by their constituencies really speak to what they think that our registrants are having problems with.

We set up a dedicated e-mail. Everybody can of course contact me but anyone who wants to provide feedback on this report or provide data

and issues and challenges that registrants are facing, send them to registrants@icann.org. We'd love to continue this discussion moving forward. That's really the intent.

That's really all I have. I put some sort of guiding questions to try and energize you all. I'll read them off but please, if anybody has any questions/comments to make, just raise your hand. If anybody wants to share the perspective of their stakeholder group on some issues and challenges they believe registrants may be having when they register or manage domain names, again, if they have data to share.

Are there any particular ICANN policies impacting domain name management that they think are working well or not as well? For Contracted Parties specifically, are there any industry initiatives that Contracted Parties are working on that you'd like to share here or talk about or collaborate with others in the community on, trying to reduce issues and challenges their customers are having registering and managing domain names?

One example of this that I know is going on that I'm not directly involved with is sort of the future of the Transfer Policy. I know some groups are working on that. There were some good sessions that the GDD Summit this year on that. That's an example of collaborative work that is taking place that ultimately is aiming to help registrants manage their domain names.

Finally, specific issues where you all think specific collaboration between community groups is necessary. It's my belief that all of these

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challenges will require real collaboration and cross-community dialogue to help here to really hear the views of different stakeholder groups speak to eventually helping registrants manage their domain names, keep them happy.

Yes? Thank you.

[GANGDESH VARMA]:   Hi. Thank you very much for this presentation. My name is [Gangdesh Varma]. I work with a think tank in India, the Indian Council for Research on International Economic Relations. We're doing a study on India's domain name markets and we're trying to understand a couple of perspectives both from the demand and supply sides. I was wondering if you would have any country-wide data or would you have the same data split country-wise to understand what are the kind of complaints, what are the challenges that this particular geography is facing in terms of the complaints that are coming out from the region – if the data is available country-wide?

Secondly, I'm not sure if this has already been discussed but is the report available to download?

BRIAN GUTTERMAN: Yes, I'm sorry. Yes, it is. You can find it on ICANN.org/registrants. It's in the slide deck but the link will be there. But go find it on ICANN.org.

Thank you for your question. In terms of national country breakdown, regional breakdown, the data from ICANN org, I can try and get back

to you on that in terms of what is tracked. This wasn't in the report. In terms of regional breakdowns, I can get back to you, consult with departments within ICANN org. There might be – this report that you're doing or this research sounds really interesting in terms of what you're looking at in India. I don't know if others in the room have ideas for him in terms of … because most of the data will reside with registrars I think in terms of what you're trying to get at. But there are other data sources, of course, on the marketplace and things like that.

LETICIA CASTILLO: Hi, this is Leticia Castillo from Compliance. The Compliance page has complaints by region and country, so they are polished there if you want to take a look at that. Thank you.

BRIAN GUTTERMAN: Thanks for clarifying that.

[GANGDESH VARMA]:   Thank you for the clarification. The complaints from the region – so they also have details on what are the types of complaints [inaudible]?

LETICIA CASTILLO: Yeah. You can see extensive metrics there and you can go by complaint, by [inaudible], by region, by country, percentages and all that.

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[GANGDESH VARMA]:   Alright, yeah. Thank you. Sorry. The other thing that came across was if this collaboration between community groups – I thought this is another area, as part of the report if you can have geography related queries then the regional outreach programs can also help in directly communicating with registrants also?

BRIAN GUTTERMAN: Great idea. Thank you for that. If that's something that is of interest – regional breakdowns and trying to look at trends in particular regions or countries – that's something we can try and do in terms of finding overlapping data and whatnot.

A couple of other ways that we want to improve next time that we already heard internally and from folks in the community that have given us feedback is to use more overlapping time periods for the data analysis that this is a good suggestion looking at regional trends and things like that. Also, if possible – again I don't want to make any promises – but comparing the data that we have to larger data sets to the total amount of transfers in a six-month period, see if we can see some correlation there, if there have been upticks or more or less transfers. Again, seeing what we can find, drilling a bit deeper, like I said before to what we have and perhaps what others have, to really bring these issues to light.

[RAUL MIGAR]:   Good morning, everybody. Thank you for your presentation. I'm [Raul Migar] from [Mizoram] Law School. I don't know if this is going to be

inaccurate. I just want to ask about regarding the last question about the data being published by regions. I know that this is new regulation of the GDPR, there is actually like making the WHOIS system and all the data protection – make some [context] about it. I just wanted to ask about if there's issue about the inquiries about the WHOIS that are actually tackling the GDPR itself or if there's anything correlated? Thank you.

BRIAN GUTTERMAN: Again, it's not identified in this particular report. I think that would be something interesting to look at if there was regional trends or national trends in terms of upticks of people asking about or inquiring about WHOIS inaccuracies. Again, now there's less there to look at if you are searching the WHOIS database if there's new questions, if there's new issues there. Thank you for your question. I don't know. If there's registrars who work predominantly in certain countries or regions who have answers to that in terms of what their customers are coming to them with, that would be interesting to hear.

[SUE KRAHN]:   Brian, if I may? My name is [Sue Krahn] from Contractual Compliance ICANN. Contractual Compliance will deliver program update today at 2:00 P.M. so we will be more covering that area that you just mentioned and the impact of the [inaudible] in GDPR. The session will be today at 2:00 P.M. in the Room 131. I think it's the same room. It's going to be here at 2:00 P.M., so you're invited.

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BRIAN GUTTERMAN: Thanks so much for that. Anybody else? Again, please feel free to approach me after the session. Check out our resources on ICANN org/registrants. Look forward to carrying this discussion further.

I will plug one more session which is taking place at 10:30 that I've been working with a colleague on. It's about legal assistance for registrants in Latin America specifically and they're going to present a case study about a pro bono law work that has been happening in Chile for registrants who can't afford to defend themselves in UDRP cases. So, I think that'll be interesting to those of you that are interested in registrant issues, so I encourage you to go to that one.

Again, apologies for those that might be listening to this later. There were some scheduling conflicts this morning but I really appreciate those who came and for those who listened online. So, if there's nothing else, I'll give you some time back. You're early to the coffee. Thank you.

[END OF TRANSCRIPTION]