MONTREAL – Registrant Program Update
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BRIAN GUTTERMAN: Good morning everyone. We'll get started here in a few minutes, thanks to those who have joined online, we'll get going in three or four minutes. See if some more folks come in to the room here in Montreal. Thanks for joining.

Good morning, again, thanks for those of you who joined here in Montreal. Anybody who comes into the room, I can't see them, so please, invite them to join the table. A good thing about these sessions at ICANN meetings is at that they are recorded. So, folks who aren't able to make it in person or follow remotely live can access the transcripts, and the recordings, and the deck after the fact. So, we'll keep that in mind. We'll get started on time here.

My name is Brian Gutterman, I'm with ICANN org GDD strategic programs. Again, thank you for coming today. The purpose of this morning's registrant program update session will be to, firstly, introduce the program, what our goals are, to those who might be joining one of these sessions for the first time, or who are unaware of what we do and why we do it.

Second, we'll provide a quick update on some of the work we've been doing since our last public ICANN meeting session, which was in Kobe in March at ICANN64. Third, we'll be presenting some up to date, a

snapshot of some of the data from our two primary touch points with registrants within the org, which is our global support center and our contractual compliant department.

And finally, we'll leave the end of the session open for Q&A, and discussion and feedback ideas for things we can do moving forward towards achieving our program goals and objectives; hope that sounds okay to you all. So, registrant program update. Quickly, our agenda for today, which I just went over. We're going to go over the goals. We're going to talk about some of the recently published materials and some of the outreach work that we've been doing as a program, together with or colleagues. Then at the end, a bit of data that we continually update and like to present to the community, here at meetings and online via reports. And then, some Q&A.

Okay. Apologies to those of you who may have seen these next couple of slides before, but it's important, again, for us to brief all newcomers every ICANN meeting and people that are unaware of the program work and what our goals or objectives are. So, we have three primary goals. The first one being education, so education to registrants themselves, about their rights and responsibilities. The domain name ecosystem and how to navigate it. And the ICANN policies that impact them.

We collect pretty much all of our content, newly created, and content that we've had on ICANN org for a long time on our primary page on ICANN org. ICANN.org/registrants, please check that out. I will remind you again later where you can find that.

So, what we do in creating our educational materials, more or less, is that we use insights we have from the org from GSE, from our compliance team, and we also try and listen to the community. So, we try and get feedback, we want to listen to what the community thinks are the biggest sort of issues and challenges we should be talking about, and we create and publish content on that stuff. Later, we'll talk about a couple of examples of this work process.

The second, more complimentary goal and a more long-term goal, again, is to identify, together with the community and raise awareness about issues and challenges that registrants are facing. How do we do this? We published ICANN data to inform the community dialogue on this stuff, so, through reports and other means we present data from our registrant touch points, again, we'll present some up to date data at the end of this session to inform the community about what we're hearing as an org from registrants.

We do some engagement and collaboration with relevant ICANN community groups, ALAC, NCSG, NPOC, registrars, registries, and others during open community meetings. I presented to some stakeholder groups, individually, to talk about registrant issues that are important to them, in particular. And we try and create content that these groups think will be useful.

Thirdly, some other engagement work. We present registrant topics at relevant fora. A little bit later I'll talk about some of those events, so, DNS forums, GDD summit. We work together with other colleagues around the organization to help spread the word about the program,

the content we're creating, and what we're all about. Third Goal, more of an internal program goal, is to ensure that registrant perspectives are reflected in our work, our services, and our implementation efforts.

I want to reiterate here that the program is truly cross functional in nature, we reside in GDD, however we completely rely on the work and efforts of our colleagues in our global support center, our compliance team, gTLD accounts and services team, as well as global stakeholder engagement, GSE, and policy colleagues who are doing outreach and capacity building with the community, with newcomers around the world. So, that's important to note. I will pause here. Anybody in the room or online have any questions?

Okay. Once again, I mentioned this earlier where you can find the resources, ICANN.org/registrants. Some of you may know about the ITI project going on, happy to report that our, sort of, section of the website will be one of the first ones to be updated when that rolls out next year. We hope the information will be a little bit easier to find and navigate for everyone coming to the site.

But please have a look there, you can navigate through the left menu bar, under domain name registrants, but that's where we have our FAQs, sort of, our latest reports, and we archive these sessions that we have at ICANN meetings there as well, so you can access them after the fact.

Okay, so now into some of the recently published materials, new materials that we've put out in the last few months. This one is called 'Five Things Every Registrant Should Know About the UDRP and URS.' This is a continuation of a series of content we've been doing to educate registrants about ICANN policies that impact them.

So, we've done pieces on the WHOIS data reminder policy, WDRP, the expired registration recovery policy, the ERRP, the transfer policy. So, these are complicated acronyms that kind of get into nitty gritty policy stuff, but we think it's informative to have available information for registrants who want to know more about these policies.

This particular piece stemmed from a really good session I participated in, maybe some of you were there, here in the room, or online; a session we had in Barcelona, a year ago, where case study was presented there about pro bono legal assistance from universities, students to registrants in Chile for registrants who face challenges under the UDRP or URS from trademark holders.

What we learned there is that there was just a general lack of resources for registrants about how to respond to UDRP or URS challenges. Of course, it's true that there are, unfortunately, many registrants who may be registering domain names with ill intent. There are certainly other registrants who are registering with good faith. And so, we created a page, you can go check it out, it's on our registrant site, we translated it.

And in addition to having some just basic pointers and high-level messaging for registrants about these topics, we also have some resources there where they can find out more information about the dispute, the service providers, and whatnot. So, we hope it's useful. We did the translations, and we hope it gets disseminated, and it's, you know, easy to find for registrants in these positions.

Next example, here, recently published content. This was our use case FAQs. This is an output of a session we had at the GDD summit in Bangkok. It was a collaborative effort between org staff and a group of volunteers from the community. These volunteers, you know, were awesome enough to put forward some of the most common questions and problems that their customers come to them with.

So, they were volunteers from registrars, web hosting companies, etc. who are customer facing. We took these and we answered the questions, these problem statements, and eventually published them about a month ago.

We did it within our existing FAQ sets, sort of organized them by topic, and are translating those as well, and you can find those in our FAQs which are on our homepage and pretty easy to find on the site. And again, the ITI will make this even easier to access in terms of those who come to search for what they're looking for registration problems, they can hopefully find many of the answers that they need. I will pause again here. Yes?

MICHELE NEYLON:	Morning. Michele for the record. You might need to, when you're trying to provide information about how to make things easier to access referring to something like ITI without explaining what the hell it is isn't particularly helpful.
BRIAN GUTTERMAN:	Apologies for that. I mentioned it a little bit earlier, but the information transparency initiative is an org wide initiative that is working to make ICANN org more easily accessible to anybody come in for information, not just about registration problems. Yes?
ANDI	Andi for the record. It's basically the new website.
MICHELE NEYLON:	Keep it simple. ITI equals new or accessible, simpler website.
BRIAN GUTTERMAN:	I couldn't have put it better. Thank you for that. And again, hope that is rolled out in short order. Next example of work we're doing, this is more in production, it is an ICANN Learn course for registrants. This is something we're excited about and something that is bringing together a lot of the content we've been doing over the last couple of years and putting it on the ICANN Learn platform.

So, we did a pre-ICANN65 webinar for the community before Marrakech, we did not present as program at that meeting, however, |

we did a pre-ICANN65 webinar. And the leadership of ALAC got back to us and said, "It seems like some of this content might be good for an ICANN Learn course." We said, "Great. That's a good idea. It's something we had actually been thinking about doing anyway."

So, we're working with our ICANN Learn team who are experts at putting these courses together to educate folks online. It's been, we use it for our newcomers, a lot of the platform, and our fellows. But it's going to be available to anyone out there, and its content on the rights and responsibilities of registrants, the important role they serve in the ecosystem, some best practices about domain name management, about the policies that impact them.

So, I have actually seen the first version of this, this week, and we will work to get it out there early next year to the public domain. And then, something else that's cool, we, sort of, can update it every six months, so we're going to try and get some feedback from the users themselves and have the community take a look at it, maybe with us in Cancun, to see what we missed, what else we might want to add, and keep building it over time to make it as useful as possible for registrants around the world. Any questions on that?

Okay. A couple of the examples of where our work has been presented. Registrant issues have been touched upon in the past year, the Nordic domain days, Middle East DNS forum, the WSIS forum in Geneva, the Africa DNS forum seminar in Beirut. We were at the GDD Summit, as well, with the contracted parties. We also did the webinar, the pre ICANN65 webinar, before the Marrakech meeting.

And again, I'm grateful to colleagues, I did not travel to all these meetings. I'm grateful to colleagues in GSE and others who have presented some of our work, some of the data there. And we are also interested in hearing from other folks who might have ideas of other places that we could do outreach at for registrants, so maybe we can save those ideas for the end if there are any. Again, pause for questions. Looking behind me. Nothing online. Okay. Good. Okay.

Next is just a snapshot of some data information on registrant issues and challenges from GSE and compliance. I always like to say it's important to remember that this is a very, very small subset of information that is out there. The ones that have the best information on this are the companies that are customer facing, who deal with the registrants every day. But we do have this data, nonetheless, and we try and use it, and we have made an effort.

We've put out two reports, we'll do another one soon with information that I'll be presenting here, more or less, from the last six months. And we want to continue to publish this with a cadence to give the community information that they can use at ICANN meetings and elsewhere in policymaking. This is a slide we always presented these meetings. So, just who are we talking about, again, when we speak about registrants?

They are not large portfolio owners or investors, but rather everyday registrants, small and medium sized business owners, those who consider their website to be mission critical. When they contact our support team there is usually a heightened sense of urgency and

nervousness about what is happening. They often have little or no technical background and we respond accordingly, our global support team. Yes, question?

KELLY HARDY: Kelly, for the record. Brian, do these, is ICANN accounting for users who aren't website owners, but just general individuals who use the internet? Or, is this program just, and I apologize for not already knowing this, is this problem just solely focusing on people who interact with domain names and hosting providers?

BRIAN GUTTERMAN: Sorry, are you speaking about this data, the global support center?

KELLY HARDY: I am talking about the previous slide, before we moved on.

BRIAN GUTTERMAN: This? Yeah.

KELLY HARDY: Yes.

BRIAN GUTTERMAN: Thanks. Good question. Our global support center fields questions from anyone. Right. I mean, about, I think 70% or so of inquiries do

come from registrants, because it's going to be registrants who find their way to contacting us at the global support center. However, they also get calls from, it's kind of a publicly, you know… the information to contact our support center is available to anyone.

So, it's 70% registrants with registrant related questions, and I'll say in this next slide, they contact us, often through registrar reseller referrals. They contact us through an internet search. There's a 'contact us,' you know, page on ICANN org. And most of the responses, again here on this slide, this is helpful, we help them identify who the registrar is, we explain the process or the policy, oftentimes they're confused about what ICANN's role is in the ecosystem, you know. It's, you know, news to many that it's not ICANN who they should be contacting, it's their registrar or hosting provider, with most of their problems. So, I hope that's useful.

And another quick snapshot. So, between January and June 2019, of this year, 71% of the close to 10,000 inquiries that came in were from registrants. And the main categories there are just general complaints and issues. Domain abuse, domain management is a big chunk, right to protection, WHOIS problems.

So, questions about, you know, "My WHOIS information is incorrect. How do I update it? Why is there information there or not?" So, those are the kind of topics we're hearing about. And again, like I said at the beginning, we take this information and the content that we create to educate registrants is reflective of what we are hearing about the problems and challenges.

Okay. On to contractual compliance, information, what we hear from them terms of their interactions with registrants, similar topics: WHOIS inaccuracies, transfers, renewals, deletions, UDRP, these are common complaint issues from registrants. And here is a bit of updated data from our compliance team. Top issue areas: WHOIS inaccuracies, you see transfers, deletions, renewals, and some other ones there. I will plug the contractual compliance website on ICANN org has a lot of detailed data and information there if you're interested.

So please, I encourage everyone to go there and learn more. Any questions, again? In the room? Online? Nothing? Okay. That's all I have today. I would love to have a little discussion with those that are here. Any ideas, reactions from what you heard? Please share. Yes, Michele, thank you.

MICHELE NEYLON: Brian, could you go back to the slide with the GSE data, please.

BRIAN GUTTERMAN: This one?

MICHELE NEYLON: Yeah. I think this in many respects is probably one of the areas which is kind of a data driven, kind of, you know, this is where you start to think you, in terms of these other requests, queries that you're getting.

And what if, then, the answer, the question I would have is, you know, what are you doing to address them? Where are the gaps?

Because that's something kind of tangible, whereas with a lot of other stuff, it's not particularly tangible because you you're kind of going, "Okay, we probably need to do this, because we think we need to do this," whereas here, you actually have the quite the queries that come in. So, it's more, you know, "Do we actually have an answer for this."

It would be interesting, as well, to see if you have data on the most popular pages or sections of the current mess, known as the ICANN website, which we all love dearly.

Because, again, I think that would be helpful because some of the, like I was, yesterday I was in a session and we were discussing something to do with one of those PDPs that Greg and I spent time on many years ago, and there were a bunch of other people at the table, and none of us could remember what on earth we had decided about a particular thing. And then, trying to actually find the information was, what's the word I'd use? Greg, give me a word. Come on, you're good with words.

GREG SHATAN: Challenging, maddening, impossible.

MICHELE NEYLON: See, I felt I finally found a use for an intellectual property lawyer.

GREG SHATAN: I'm a technology lawyer.

MICHELE NEYLON: Oh, sorry. Sorry. No, but it just, it's this, it's, it's that kind of thing. So, you know, if people are looking for some new information or something specific, just, then, I think Kelly probably has other thoughts.

BRIAN GUTTERMAN: Thank you. That's great input. Yeah, you can add to that?

PAUL FOODY: You speak me like I've done this before. Paul Foody, yeah, once, 10 years ago. Paul Foody, on my own behalf, a registrant. How many people are online, please?

BRIAN GUTTERMAN: In the Zoom room here?

PAUL FOODY: Yeah.

BRIAN GUTTERMAN: For this session? Only, says eight, in the Zoom room.

PAUL FOODY: And we got 17 in the room. How many people in this room, other than me, are just registrants?

GREG SHATAN: Just a registrant?

PAUL FOODY: Yeah, so, so you're not a registrar, you're not an intellectual property lawyer, you're not a member of any other…

GREG SHATAN: I'm a technology lawyer.

PAUL FOODY: A technology lawyer. Is it just me? How many registrants are there in Montreal?

BRIAN GUTTERMAN: I don't have that number. Do you have…

PAUL FOODY: No, how would I know that? How does ICANN contact registrants? Isn't that appalling? On behalf of all the registrants, all the hundreds of, millions of registrants, we're all appalled.

BRIAN GUTTERMAN: Thank you for that, and you make a good point. We would love for more registrants to come to interact here at ICANN meetings. We do our best to do our outreach and find them where they are. But again, like we said earlier, they're usually interacting with their registrar or host about the problem.

PAUL FOODY: Paul Foody, again. I came to my first ICANN in Mexico in 2009. Pretty much the first thing I asked for was for ICANN to write to registrants. At the time I was told they couldn't do that because it was spam. In the interim, ICANN has managed to become a holy, self-answering organization and yet they're still not writing to the people who finance them. I mean, that, to me, is incredible.

BRIAN GUTTERMAN: Thank you for your comments and I'd love to chat more with you after the session. Yes? Thank you.

MATT: Matt [inaudible] for the record. Well, it's not realistic that a large part of the registrants would participate in ICANN meetings. I don't think that we want that to happen. We have to realize the situation. I mean, we want a lot of registrants out there, we want them to be many more than people participating in ICANN meetings.

So, the way of getting the message out, it's not through direct contact with the registrant, it's by keeping an eye on the registrars and registries and making sure that they are doing the right thing by trying to channel information through different organizations in all the countries around the world. That is the realistic model, I think. Thank you.

BRIAN GUTTERMAN: Sure. Greg?

GREG SHATAN: Thanks. So, Greg Shatan for the record. I think registrants are actually everywhere, here, including those who might be classified as just registrants. In At-Large, for instance here under the At-Large umbrella for the ATLAS III At-Large summit, those who came in earlier for the North American School of Internet governance and stuck around for that. Noncommercial Users Constituency represents registrants for that matter, small business restaurants are represented in the business constituency in the IP constituency.

And registrant concerns, I think, are taken up directly by many of those organizations, indirectly by others, and communicate out to those. I think, you know, since At-Large, individual internet user, in terms of identifying policy, tends to look to protect the, you know, billions that are non-registrants as opposed to the millions that are, if there is a tension between the two. But when there isn't there isn't, and I think NCUC defines itself more directly with registrant concerns,

sort of, regardless of where it stands versus the concerns of non-registrants.

The fact is that there are too many, there are many different ways to look at registrant participation here. I think, you know, a lot -- look in the NextGen program, you know, a lot of them may not be registrants at all. I think one interesting thing is trying to teach non-registrants why they might actually want to be registrants for good purposes. Because there's nothing wrong with having more domain name sales if they're use well and used for communication and websites.

Of course, you know bot nets and other things, not so much. But in any case, you know, I think that there is, there are many registrant audiences out here and at every meeting, and I think it's important to look to those that really want to protect both, you know, registrants and users. I was also glad to hear that large portfolio companies and domain investors are not your target audience, because domain investors have taken up as a synonym, registrants, which is perhaps a little bit disingenuous and I was glad that you saw through that. Thank you.

BRIAN GUTTERMAN: Thanks a lot, Greg. And adding to what you said, the nonprofit operational concerns, the NPOC group, I had a good dialogue with them yesterday, and we're going to try and help them with some webinars, along with GSE colleagues to inform their constituencies,

which a lot of them are nonprofit registrants. So, we hope that's useful, but point taken as well. Yes?

PAUL FOODY: Paul Foody, again. If you know, if ICANN is serving registrants so, why is there only me here, who was only a registrant, right now? Did you send out a message to registrants saying, "Don't attend this session?" Michele has made the point that this new website, the ITI -- what does the first 'I' stand for?

BRIAN GUTTERMAN: Information.

PAUL FOODY: Information Transparency Initiative. Okay, great. And that comes down to a new website. There is no point in building a new website for registrants if they're not going to know it exists.

BRIAN GUTTERMAN: Again, thank you for that. And then, of course, it's not just for registrants, it's for everybody coming to ICANN for information. So, it's not just for registrants, but…

PAUL FOODY: Okay, so the ITI isn't just for registrants?

BRIAN GUTTERMAN: No, no, no.

PAUL FOODY: Okay, good. Yeah. Okay.

BRIAN GUTTERMAN: Yeah. Anyone else? Comments, questions? I don't hear anything. So, I don't know -- yes, Michele.

MICHELE NEYLON: Yeah thanks, Michele again. So, the, some of the materials that you've developed, are they being translated into the UN languages? Sorry, I've been, I was trying to cross a rather large conference hall and the Canadians were very, very nice last night, so I'm a bit slow this morning. Okay, so it is being translated, okay.

BRIAN GUTTERMAN: Yeah, they are. We translate all of our new pieces and we've done some work going back and translating older pieces. I'll just say we had a Turkish registrar chat with us yesterday and they said, "We'd like some of the information in Turkish," and I said, "That makes sense," And we have it in Arabic, but not in Turkish. So, we do think there is some demand there, that's an example.

MICHELE NEYLON: So, if I wanted to be a total troll, I could ask you to do it [inaudible] but I won't.

KELLY HARDY: Kelly, for the record. Are translation services something that could be opened up to the community, country by country, on a volunteer basis? Like, is this something that you would be open to, like, registries and registrars getting involved with, and just, like, maybe devoting a person to just quickly translate your, you know, maybe just one page, maybe not the whole site? But if there's something that would benefit, you know, people who are outside of those six UN languages?

BRIAN GUTTERMAN: I like that idea. It's something I would have to take back and talk to colleagues about, but yeah. Andi? Very sorry. Yes, go ahead.

UNKNOWN SPEAKER: So, the information in different languages is very important for the registration. So, how many different languages is the registrant information translated into? I saw that some church provided, I don't remember the name, in 900-2,000 different languages for their information. So, could ICANN improve that part?

BRIAN GUTTERMAN: Again, well taken. So, we translate into the six UN languages, that's sort of our standard. And if you go to our page there, you can see across the top, the links to information in the other languages. But I completely agree with you that there's more we can do to make the information more accessible to those, and particularly, those who don't speak these languages as a first language here.

UNKNOWN SPEAKER: If we talk about people in the forefront and attending ICANN meetings, it is maybe realistic to limit to 16 languages. But if we want to reach the registrant, it's more realistic to translate the information into many languages, then try to invite them into the ICANN meeting, or other special meetings. So, I think that is something which ICANN should put a focus on. There is no reason why you can't have that in in 30, 40, 50 different languages at the start. It doesn't have to be all information, but in the information, which is very particularly relevant for the registrants.

BRIAN GUTTERMAN: Thank you very much for that.

PAUL FOODY: Paul Foody. It's kind of pointless talking about having 50 or so different translation languages when there's only 16 of us in the room here. The most important, critical, key element is getting registrant, and not just registrant, the general public, because we're talking,

when we talk about registrants, we're talking about people who aren't registrants at the moment, but, you know, in the future may well want a domain name. And the only way, the easiest way that we can contact those people is by emailing them.

So, Brian, could you please make a commitment to use every influence that you have at ICANN to get the mechanism to email registrants? Don't say spam, because people who are registrants like getting information about their domain name, because they build businesses around these things. These are incredibly important tool in a business. So, if somebody suddenly finds that their domain name has been, the value of it has been diluted to the extent that ICANN is intending to dilute these domain names, they are going to be very, very upset. Thank you.

BRIAN GUTTERMAN: Thank you. Michele and then…

MICHELE NEYLON: It's Michele for the record. Paul, with all due respect, you've raised this issue with the ICANN board on multiple occasions, or multiple public fora, going back the better part of 10 years. You've been told repeatedly by the ICANN board, from the CEO, from chairman of the board, from multiple members of ICANN's GDD staff, by multiple registrars, and by multiple registries why. What you're asking for is both impossible, impractical, and illegal.

BRIAN GUTTERMAN: You forgot…

PAUL FOODY: Paul Foody, if I may reply to that. We have a thing called a registrant accreditation agreement, is it, the RRA, that registrants sign when… Sorry. What is the agreement that the registrants sign?

MICHELE NEYLON: It's Michele again.   A registrant would agree to the terms and conditions of the of the service provider when they sign up for services, be that domain name, the hosting email services, etc, etc, which would include a registration agreement, which is part of that. Registrars sign an RAA with ICANN and the registries each have an RA, which is a registry agreement. There is nothing in any of those which gives ICANN… Well, to start with, ICANN does not actually have access to the data in order to send emails to registrants. They don't have access.

There's also this little thing called privacy law. You may have heard of. You live in Canada; Canada has had privacy laws for years. There is no way for ICANN to get the consent of every single registrant in order for ICANN to contact them. And if they don't have the contact details in the first place, there's no way for them to contact them.

Now if you wanted to get registrars to contact their customers about something, then maybe that might be one path, but I'm not even sure

what the messages that you're trying to articulate. You have a personal beef with stuff that ICANN has been doing over the last few years, I get that, you voiced that multiple times. I don't think though that coming here to this session is being particularly constructive.

PAUL FOODY: It's kind of lucky I did come, because as the only registrant it would be embarrassing if there wasn't a registrant here. 10 years ICANN has been taking money from registrants, 10 years registrants have been funding ICANN, and ICANN is telling me that there is no way that ICANN communicate to registrants changes that will have an absolutely massive impact on their very valuable assets. I'm sorry, Michele but, you know, as much as I like you, you should be ashamed of that.

MICHELE NEYLON: I'm not, thanks.

BRIAN GUTTERMAN: Yes, thanks.

MATT: So, so…

BRIAN GUTTERMAN: Please state your name for the transcript.

MATT: Yes, Matt [inaudible] for the transcript. I think that most of us disagree with you that ICANN should send out emails to the registrants. It's the task of the registrars to do that, but ICANN can help the situation by providing information in multiple languages. As I've said before, I will come back to this at every ICANN meeting that I'm attending that there should be information in multiple languages, not complete information, but the relevant information for the for the registrants. And that is the appropriate way of communicating with a registrant, no spam emails from ICANN to registrants, please.

PAUL FOODY: ICANN isn't communicating with registrants. That's what I'm saying, you know, that is what we want. We want communication from ICANN and I say 'we.' I've spoken to so many people in Montreal who don't have a clue that this is happening, even with people who own domain names. ICANN should be ashamed of itself.

BRIAN GUTTERMAN: Thank you. I appreciate this exchange and look forward to continuing this discussion with everyone after, please approach me. Greg, did you have anything to say.

GREG SHATAN: Yeah. Hi, my name is Greg and I'm a registrant, and have been for over 20 years, I believe, if we go back to my first domain name. But in any

case, to think you're talking about languages and accessibility, I think it's important also to consider accessibility for the disabled and communicating to registrants through the website and otherwise.

ICANN's current website is a disability disaster in many ways. Hopefully the ITI initiative is baking an accessibility by design into its program and following, among other things, the World Wide Web Consortium's WCAG, the web content access guidelines 2.0, or rather 2.1, at least to the double A level or striving for that and setting an example for other internet-based organizations.

BRIAN GUTTERMAN: Thank you, Greg, and I believe that right now, the ITI initiative has a few pages that anybody can go to right now and give feedback on so that you can test out sort of the new capabilities that are there and provide feedback directly to the team that's working on the site. So, if you are willing or have others who are knowledgeable about these things, we encourage them to do that, and get the best feedback we can.

GREG SHATAN: Are those pages accessible to the disabled?

BRIAN GUTTERMAN: Sure.

MICHELE NEYLON: mICHELE here. Greg, I actually raised this in an ITI session the other day, so they are -- The new, okay, I think -- First off, can we stop calling it ITI, because it's just such a ridiculous acronym, ITI. Itty, bitty polka dot, I don't know, it's so silly. So, the part of, a subsection of the ICANN communications team is working on this entire project. So, they've been doing some kind of informal sessions with vocal, annoying members of the community, in other words, I'm surprised you weren't invited, as I was there.

And one of the things I raised with them, specifically, when they showed us previews of some of that the other day was exactly that. One, was it was it mobile friendly? And the answer I got there was, it was mobile first, which was refreshing. So, I'm sure we've all had lots of fun trying to navigate the current site on a mobile device, and yeah, it just doesn't work.

And secondly, whether or not they've done anything around all this accessibility thing, and I know this scenario that you have expertise in, and they assured me that they were taking that very much into account. They do have a pretty good team of technology types working on this, and the functionality I've seen is, it's actually not bad.

I mean, it's not that, it doesn't make your eyes bleed, and you can actually find things, you can do things like searching by date range. O. M. G. So, it is, overall, a very, very good thing. I think maybe, Brian, if you're able to hook him up with what those guys might be helpful.

BRIAN GUTTERMAN: Sure thing. Thanks for that, Michele, for that update. And with that, we do have to close because the session ended at 9:45, but thanks for that exchange and follow the ICANN org registrant website for new things that are being published and feel free to approach me after the session and we can chat more. Thank you very much.

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