ICANN72 | Virtual Annual General Meeting – GNSO: RrSG Membership Meeting
Monday, October 25, 2021 – 09:00 to 10:00 PDT

ASHLEY HEINEMAN: Okay. So since Zoe stole my thunder, I had just been coached by Julie. But that's okay. I can give up that one little sentence. Welcome, everybody, to ICANN72. Not so sunny Seattle, I understand. Not that we are there except for those who reside there anyway.

So yeah, as just noted by Zoe, we have not a whole lot of time. We tend to use up our time regardless. And we're going to take a slightly different approach this time to our meeting. It's not going to be the standard updates that we usually do during a Membership meeting. This time we're going to pretty much kind of do a stock take of where we're at and where we can be going in a couple of areas. But hopefully, this is an opportunity for those who aren't terribly familiar with the Registrar Stakeholder Group to get more familiar. And for those of you who don't know everything, you're free to ask. This is probably the time for you as well.

So with that, Zoe, unless there's something else I need to mention, we can go ahead and get started. This is the agenda before us. We're going to break this up between myself, Eric, and Owen. And we're going to have some fun, questions and answers on the polling option that we have here with Zoom, thanks to Zoe. Oh and somebody made me so much more German than I actually am, and I should have caught this earlier. My last name is spelled with one N at the end but I don't think that really matters.

So anyway, I think I've already accomplished my introduction. Welcome to everyone who is here and for joining us. And please, please, please feel free to engage whenever and however, as long as it's in the way we're allowed to do. So with that, why don't I go ahead and turn it over to Eric who will be taking I think the next slide, if I'm correct.

ZOE BONYTHON: Actually, no. Ashley, we're starting with you. We're starting to—

ASHLEY HEINEMAN: All right, I'll do some more.

ZOE BONYTHON: Yeah. We have a little slide for the Welcome and Introduction. Then we'll move on. Thanks.

ASHLEY HEINEMAN: So these are the basics. And just to remind folks, because I'm always surprised that not everybody knows this, we have a website. It is rrsg.org, so not exactly a brain buster. But we're doing our best to keep this up to date and useful for folks. And presumably, we'll continue to try and make it more useful. But I encourage you all to check it out, familiarize yourself with it. This is where you will find things like our Charter. You will also find things that we have commented on, etc. We also have a list of our members here. What hopefully will soon be here is that we're looking to finalize, finalize our

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Operating Procedures, and that will also be posted here at some point.

So with that, why don't we start with our first polling questions? I'm not sure how you want me to proceed with this, Zoe. Should I wait until it gets brought up? All right. So first one, to get your juices flowing for today's call: how long have you participated in the Registrar Stakeholder Group? So please select. Less than one year, 1 to 5 years, 5 to 10 years, 10 plus years. Go ahead and please select your answer and hit Submit.

Wait another second and we'll get an idea of what we're dealing with here. All right, Zoe, I think it's time to show the answer. Everybody placed their bets. Wow. Okay. Wow. Got a lot of old farts, Luc says. So okay. What I would like to do based on this is that we need to bring on some more new folks. This is interesting. Okay. Yes.

So I will kind of spoil the later point of the session is that we are hoping to get more people engaged. So anyway, this is interesting response. Okay. Let's go to the next question, please. Zoe's cursor is moving around frantically. Ah, here we go. Okay. This is not it.

ZOE BONYTHON: Sorry. I'm not sure why this is not going on to the—oh, here we go. All right, here we go. Got it.

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ASHLEY HEINEMAN:	Okay. This is the first funny one. What could the Registrar Stakeholder Group change its name to? Aha. Regular Speaking of Grievances, that's my vote. Rulers of Something Good. We won't say what it is but it's something good. Repeaters of Sensible Guidance. That's pretty appropriate as well. Or the Revealers of Stupid Gifts. That happens probably mostly on Skype, which you all don't see. But anyway, please select your answer. I am torn between one and three. Please submit your answer. Okay, one, two, three. Abracadabra. Zoe, please show us the answers. Ah, yes, my one pick. Okay. Repeaters of Sensible Guidance. But no, we're not really going to change the name. Shocker. All right.
	Thank you all very much. Now that we figured out how to do our polling questions, I hope you enjoyed it. We will continue to do so throughout the course of this meeting. And with that, now I think I'm turning it over to Eric. Correct? He's kind of to my right. All right, please take it away.
ERIC ROKOBAUER:	Yes. Thanks, Ashley. Hey, everybody, Eric Rokobauer, your RrSG Secretary, and I work for Newfold Digital family of registrars. So going off at what Ashley was talking about, this is a great opportunity. We thought to engage you all and really do a self check on where we're standing. We thought the first thing we want to talk about is the vast array of subgroups that we have for our membership. And so we've kind of jotted them down here, we have a list for you, the left side being our internal Registrar groups. So I'm sure you see some of those

names look familiar. Most of the time, when we do our meeting updates, we have our co-Chair speaking from those groups, myself speaking from the Compliance group. And on the right, you have the Contracted Party House groups. So that's a combination of ourselves and the Registries. And so you'll see the numbers. That's just a quick check that Zoe and I were able to grab of the mailing lists and just want to note that in the CPH group list, the left number, the number left of the slash, that's the Registrar members. And then the numbers to the right is us plus the Registry members. So, big numbers there but there's also some small numbers.

As you can tell, there's some groups that you can see there. We're kind of small. Again, no fault of anyone. Now we know there's a big balance of members, a tenure in our group, and we all have our busy day jobs. And so this is a great chance to look at this and maybe think about, hey, is there a way that we can get better involved and help each other? So maybe there's particular groups or subject matters that you could find yourself helping the membership. So, yes, this is kind of like a plug, right?

We want to stress, I'm sure everyone knows this, that there's just a lot going on, right? Like, we know this in the community and our day to day, there's just so much and not all of us can be the ones in the same place doing everything. So the membership want to take this opportunity to let's build these subgroups and have particular folks designate and work in these groups and focus on particular subjects. It allows for a focus in order to have a purpose and determine the best way to help the broader group.

So again, we're all doing these in our jobs, right? And so, this could be a way, maybe there's something—I could have a financial background, so maybe I should be on the Finance team. Maybe I could help the membership in that regard. Maybe I know policies in and out. You can recite them better than anyone, probably better than me. And maybe you belong to the Policy team helping Owen and working on the different statements that maybe the membership will make from a public comment perspective. So, again, we wanted to stress and show here's where we stand as a group. And maybe if you're unaware if you're in a group, there's a lot of mailing lists, but maybe you're not. And so you can reach out to the ExCom or Zoe and find a way to get involved or ask more questions.

So I'll stop right there before we go to the polling question. I don't know if we're taking questions now. But if anyone has things they want to engage or ask about, feel free to jump in. If not, we can definitely go to our first polling question for the subgroups.

All right. So as you can imagine, we've got the subgroup list there on screen. And now the question, how many of the RrSG groups and teams do you participate in? Is it none, one, two, three, four, or five plus? Give it a couple of seconds. I should fill it out too. There we go.

All right, look at the answers, Zoe. All right. Similar to our tenure, there's some balance. What I was kind of hoping to see I think there's the none section is also kind of big up there with 17%. Again, maybe this could be a wake-up call, an opportunity. Maybe there is somehow we you can get more involved and help the membership. ICANN can

be very overwhelming and the Registrar Membership is no different. But maybe that's where, okay, there's something I can do for Compliance. I focus on Compliance for my registrar, or maybe something I want to learn and maybe I just want to observe in that group and I haven't before. You hear the updates from us in our membership calls. So maybe you know what, I'd like to learn more as to why that update? Why I gave that update, the Compliance? Maybe I can understand more if I join those calls and participate and maybe contribute. All right. So that is that. I guess we can go to the next slide.

I can see the mouse is feverishly searching. Zoe will pull it up. But really, it's probably the next question you're asking is like, okay, you gave the list of—there it is. Thank you. You gave a list of the numbers of the groups but what does that really mean? What are they doing? We give those updates but, specifically, can you go into what those are? You see the first bullet discussing the area specific topics. Again, the groups were designed to focus on particular subjects, like compliance, DNS abuse. And then also some are focused on PDPs or IRTs, the Policy Development Process and Implementation Review Team. I want to shake those acronyms out. Again, to focus on specific things, let's use that and talk through things. There could be individual strengths that you have. Let's use those in those groups and help out what the updates are for the rest of members. Maybe there's some things that we're giving updates on you feel like is lacking or there could be more involved or included. So join those groups and help. Let's get the word out.

Work outputs—white papers, public statements, guidance. So for example, the Policy team, Owen does a great job of leading us, create the drafts for any public comments and statements, gets those out to the membership. If there's something you're not hearing, that could be something that's not included. Join the group and help get the words into the statements that represent the Registrar membership.

Sharing address individual member issues. Again, this is if you're kind of new, which we have a lot of new members, it's a great way to get involved starting small. Focus on a concentrated topic. Use this subgroup to participate and eventually you get more engaged and you learn more outside of that group, too. Again, you can get lost sometimes with all that's going on in the ICANN world. So using that subgroup, if you started one or started a couple, it can help you broaden your understanding.

And then outreach and coordination. Again, speaking to the Compliance subgroup or the DNS subgroup, those groups work with ICANN Compliance. The Public Safety Working Group, respectively, on the PSWG, they can coordinate and take the lead for us as members having those discussions. Again, another way of outreach, another way of engagement for those, the old fart says, as Owen put it, this is a way that they're always there and helping and you can get connected and learn more if you're not familiar and you could do it in small doses.

So I kind of spoke to that, right, but why joining? Again, I think I highlighted a lot of those points. But again, it's done wonders for me,

I'll speak to that. I came in, I chose just a little over five years. I come from an operational background and focusing on ICANN Compliance tickets. So the Compliance subgroup seemed like an easy way for me to get more engaged with the Registrar Membership. I would sit in the meetings when we used to sit physically. I would sit in those and just be completely lost. I hear some words, I obviously hear the acronyms, but I'm trying to find the one subject to really sink my teeth into and just to try and learn. It just kind of grows from there. And the Compliance subgroup was a great way to directly get connected to the ICANN Compliance team with Jamie Hedlund and his team, and then also get familiar with other Registrar members. There's this Keiron, Reg, and Kristian, a lot of folks that are used to doing this day in day out, too. And so hearing their insight, getting feedback, and having a dialogue with them helps you get stronger and stronger. Obviously, there's other folks out there but just trying to put a case in point. It really does work and it's a great way to get your feet wet and start something.

Since then, now I'm your acting secretary and trying to do my best with the rest of the ExCom to help the membership. So I want to use this opportunity again to try and educate and speak to the subgroups, and how great they are. Again, we could use some help. We all saw probably how many RRAs came through, and that the RRA Review Team probably could use a lot of love right now. Thank you again to all those that do the work. So maybe we have to do those in our jobs anyway. So maybe you can throw in a couple more hours working with the team directly and can learn something too at the same time.

All right, I'll stop there. I feel like I talked really fast so I apologize. Is there any questions that I could answer for folks? I don't think I see any hands so we can jump to the next polling question, Zoe, please.

All right. So what would enable you to participate more in the subgroups? Is it more time? Is it a time zone issue that stops you? Is it you need company management approval? Do you need more language support? Should we provide more to get you engaged? Or do you need a more relevant, interesting topic? We set the list of subgroups but there's no reason we can't have more or discuss as a membership. Is there an opportunity to do something different with these groups? So let's give it a few more seconds to answer including myself.

Okay. Look at the answers, please. Awesome. All right. As probably you could imagine, just over a half more time. Of course, we all could certainly use more time. But essentially, the rest is kind of spread out. So we'll take this and maybe there's some opportunities where down the road, we'll want to do more and figure out different outreach and how to engage differently. So we'll take this and see what we can do to get more involved in the group. But if you are, if this has all of a sudden hit you and now, "Yep, you know what, Eric said things so well that I am now ready to join one of these subgroups," if you haven't already or join more if you can afford it, then please, please reach out to the ExCom or Zoe and we're happy to get you involved. All right. I think that's it for me. Now we'll segue on to Owen, I believe. So thank you all. Enjoy ICANN72.

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OWEN SMIGELSKI: Great. Thanks, Eric. This is Owen Smigelski for the transcript. I am head of ICANN Policy and Relations, with Namecheap. I've been there since December 2019 when I then convinced Namecheap to join the Registrar Stakeholder Group. They had kind of been in the periphery of ICANN before then. And then before that, for those who don't know, I was with ICANN Contractual Compliance for seven years before I escaped and went on to better and brighter things. I'm a lot happier now that I've been able to get out of there.

So I'm going to speak to the Registrar Stakeholder Group leadership roles, kind of give a little bit more background information. There's a lot of opportunities here. I've been on the ExCom now since about mid 2019. I stepped into a role of somebody who left and there was just no one else really volunteering. So I was the one who did volunteer and I wasn't really sure what I was getting into but it's really something that I have enjoyed. I've had the opportunity to work with some great people, do a lot more activities offline. I have been laughing as I was reading what's involved here. Lots of Skype chats. Yes, that is absolutely one of the good—sometimes this is a burden but it's also very reassuring and it's very enjoyable because we have people located in Asia, Europe, North America, and so it's kind of a follow the sun Skype chat that's continually going. A lot of information and a lot of coordination.

So all the Registrar Stakeholder Group leadership positions have two-year terms and you can do two full terms in a row. I was surprised to

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learn that because I took over somebody's part of a term, I also get that extra so I get a little bit more than the total four years if I choose to do so. Some of the activities you have to attend all the regular meetings of the stakeholder group. Additionally, there are ExCom calls that now are before the regular Membership meetings. And sometimes we also have some ad hoc ones where we have to, say, coordinate what we're going to have our GNSO councilors say. Sometimes we coordinate with some Policy team members. Sometimes we meet with the Registries as well, too. So there are some additional meetings out there as well, too. So it is more time but it does give you that opportunity to get to interact and know more people than the stakeholder group, as well as the ICANN community as well, too.

As part of the ExCom, you do get to drive what we do and we come out with. Obviously, we in the ExCom represent the membership. And if there's a disagreement or something that we certainly will adapt and adjust according to that, but we kind of take the first pass of what we think. This is a very diverse group of registrars represented on the ExCom small regions, etc. So it's not like it's one voice being louder than the other. So it is good to get that mix and adjust there. And it is nice to see actually doing something and getting stuff out there and being very active in the community. So it's certainly very rewarding.

Some of the other things that you do get is increased leadership skills. ICANN offers training that they do periodically. Lately, obviously, it's been remote but they have done some training sessions that have been a day or two before an ICANN meeting. So those are opportunities there and those are at no cost other than just having to

pay for the hotel additionally in there. Certainly good opportunity there. I think there was supposed to be one before the first Cancún meeting in March 2020. So we'll see if and when those restart then, but certainly you get that opportunity there.

Then you also do get to, like I said, interact with a large number of leaders across the various stakeholder groups, SOs, ACs, etc. And you really do broaden your network and have a bunch of connections and realize that while we do see some stuff at the ICANN meetings, there's a lot of stuff that's going on in the background that really a lot of work does get done, a lot of discussions, and a lot of work product there. And then as part of the ExCom, you do get to have a voice to help guide those discussions and moving away that represents the stakeholder group. Then also—I'll be selfish—it helps benefit my company as well too, get not to the detriment of the full stakeholder group, though.

Then also another thing is it does give you the opportunity as part of the ExCom to move on to do other leadership roles within the stakeholder group as well as ICANN and other industry groups. Because even though ICANN is big, there's lots of other organizations that we all participate belong to as well, and having a leadership role here can help you stand out and take leadership in other areas as well, too.

So with that, I think we will go to our first poll question here. Are you interested in holding a Registrar Stakeholder Group leadership role? So let's wait for Zoe to bring that up. So are you interested in holding a

leadership role? No. Yes, when the right role is available. Yes, I don't have at the time company approval. Or yes, but not until I have more experience.

I guess I'm not sure how long we're supposed to wait for the poll. So I guess I'll wait for Zoe to decide if there's enough votes. Okay. So you got the results. It looks like the biggest one is people waiting for the right role. So that's good. I can see we have over a majority of people who want to get in or plan to get in, so that's good. I understand some people might say no. I would expect those are people who have previously been in those roles and don't want to be in there anymore. So great, good to know. We'll certainly keep them open and keep looking. There are always opportunities, like I say. Let's go to the next slide. Let's see. Next slide.

So this is kind of doing an overview of what the roles are. Right now it notes when everybody's current term ends. I confirmed everybody who is in right now is in their first term. So, everybody is available to do one additional two-year term after, if they so choose. That's not a requirement, people don't always have to. Some people get burned out or just don't want to do it or move on. And I do note that there are positions that do open up periodically due to attrition or changing in roles and stuff. So it does happen once or twice a year. Sometimes a vacancy does pop up, and then you have the opportunity to go through and take a step into somebody else's role.

So in the slides, we did put our e-mail addresses out there. And that's so we want to encourage people. If you have any questions and don't

feel comfortable reaching out during this forum or publicly on the group, to just reach out and contact us directly. All of us are very happy to share our experiences and what we've done, what we've learned, and our gains. I certainly encourage others to join the ExCom or to get involved more. So please do reach out. If there's anything that you do find interesting or piques your interest, because we do want people to be more involved. This isn't really a thing we want to hide or anything like that, except for the time when there are closed ExCom meetings which we have to do for financial or legal, other considerations.

So the first one I'm going to talk about is Ashley. She is the Registrar Stakeholder Group Chair. That's kind of a overall leadership of the stakeholder group. She kind of guides what we're doing in the meeting each month, what we're doing, where we're going. And then obviously Chairs run all the meetings. She also, it says there, being a primary liaison with ICANN. I wasn't aware of the number of meetings that she was involved with until I keep seeing her say, "Oh, I met with this group, I met with this group, I met with this one, I met this." There is quite a bit of action involved but you do get a lot of visibility to that. And you get to meet with a lot of different leaders as well outside of the rest of the ExCom would.

One other bonus is there are periodic meetings with the ICANN CEO President, Göran, which also the Vice Chairs of Policy and Technical Operations also get to attend as well, too. So you get that one on one. There's also some other leadership calls with ICANN as well, too.

Next is Vice Chair of Policy. I don't know if officially but it appears that also goes with Chair the Registrar Stakeholder Group Policy team. I think that makes sense to tie those two roles together. It'd be kind of weird to have two different people in there. So the Vice Chair, that's part of our leadership structure that supports and helps the Chair, if the Chair can't make it. Also chairs the meetings, and then also oversees what's going on with all the various policy initiatives out there when there's—who we're going to put into working groups? How are we going to respond to a public comment? I do in these two roles—start generally drafting and give ideas on what I think we should do from a Registrar Stakeholder Group perspective. And then you'll get guidance from the Policy subteam, and then out of that, produce something that gets entire stakeholder group feedback there. It's his job to put in there. Yeah, certainly lots of stuff in there. We need to have a lot of representation. So then I don't really want to separate those two roles because a lot of them is there. I coordinate a bit with Zoe about getting things drafted and whether or not we want to decide to go ahead with commenting on something. We don't need to comment on things that don't touch the Registrars, etc. So that's what that role involves. I'd say it's good. Sometimes ICANN listens, sometimes they don't. Hopefully, with the IGO one, they do listen. But what that'll be remains to be seen.

So the next Vice Chair is Technical Operations, also does the co-chair of the CPH TechOps group. That's a joint group with the Registries, and so they coordinate on that. Jothan is doing that now. Again, similar to the Policy Vice Chair, support the Chair and step in the

meetings when needed to chair those, and then also oversees the technical operations of the stakeholder group because we have a website, listserv, and stuff like that. So there's some involvement in there. Then also in the TechOps group, Jothan works with the Registries chair those meetings and come up with the various technical outputs and things that the TechOps team is working on. And then also, as we see, there are some good work outputs there that actually lead to things that ICANN does such as the Transfer PDP. A lot of the scope of that was based upon the TechOps team's output. So it's not that we're just writing papers that go nowhere, we actually do things that actually lead to stuff.

So another very good one, you don't necessarily need a technical background to be involved, but it does help. But there are some non-technical people involved as well, too, who can kind of cut through the mumbo jumbo and do more of the customer experience, I think. Next slide, please.

Now we're on to Eric who is our Secretary. He's responsible for sometimes—he would be doing the chat, but he's presenting today, I could do that. But also he's doing all of the voting processes that we do when we do have elections. Or if there's other things that we need to vote on, Eric runs that in the background. Also oversees other administrative activities of the stakeholder group. Now that we're an association, there will likely be some additional things that we have to do. But I don't want to spoil those surprises yet but we have some other things coming out the pipeline, all the way doing them, but more administrative that Eric will be helping on that as well, too.

Separate from the Secretary, he's also the co-Chair of the Registrar Stakeholder Group Compliance team. And that's kind of a nice one because that's where all of us Registrars get together and air our grievances about compliance. But then we also can coordinate about what are we seeing, how is this acting. There's some really good interaction with ICANN in terms of providing feedback to the Registrar audit before it came forward. So there's a good opportunity to get some more compliance experience as well as liaise more with the ICANN Compliance team.

Benny, he's our Treasurer. And as one might suspect, that is prepping the Annual Budget as well as overseeing the spending on that. So we need to pay bills and things like that. That's Benny that helps coordinate on that as well, too. So it's a bit of work. You don't necessarily see as much of it because the budget does got a lot of numbers and things like that, sheets, but there's quite a bit of work in there keeping track of that when people pay, when bills go out, etc. So it's certainly a decent amount of work. The Finance team as well too report to him. So when the Registrar Stakeholder Group comments on financial matters to ICANN, comes up to that team as well, too.

So now we have GNSO Council representatives and we have three of those. They vary based upon regions. As you can see, right now we have Antonia from APAC, Greg from North America, and Kristian from the EU. It would be nice if we could get some other regions there. We do try to get those. However, it's difficult as South America and Africa have a very limited, if any, participation right now for the Registrar Stakeholder Group. So we're looking to work on that.

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So the GNSO councilors, they represent the Registrar Stakeholder Group on the GNSO Council. They participate in I think our monthly meetings, where they consider Council business, vote on motions, etc. and basically be the voice of the Registrar Stakeholder Group in those meetings, and then report back to the stakeholder group on what's going on there. There's a lot of the coordination that you may not necessarily see because there's a lot of coordination with the ExCom keeping us up to date about what's there, making sure how should we proceed with this. And then once we think that it's something that's interesting or interesting for the membership, we do share that and get involved. You'll also see that there's sometimes some of the largest or longest updates during the Membership meetings only because there's a lot of important stuff going on in GNSO Council that membership does need to be aware of. Also, again, the GNSO Council, even though there are various representatives from companies, they speak on behalf of the stakeholder group. So if there are issues or concerns or problems or anything you want to raise, by all means, that's certainly something to discuss there because we serve for the members and represent them, not necessarily our individual companies. Next slide, please.

So Pam Little is our NomCom delegate. That's the Nominating Committee of ICANN, which select certain SO/AC as well as ICANN Board member nominees from applicants. If I'm not mistaken, it's a one-year term. All the other positions are two-year terms. A little bit different than the other things. Pam is part of the ExCom. However, she operates independently when participating in the NomCom. We

actually hear about what comes out of it the same time everyone else does. She doesn't coordinate or review or have any feedback. Again, it is independent and they work together on that. And they have a lot of secrecy and NDAs and stuff like that, of stuff that they can't share.

Let's see, Reg is also a co-Chair of the Compliance group, which I covered earlier. And then also, she and Luc are co-Chairs of the DNS Abuse group, which is certainly a group that's getting a lot more visibility and activity of late, as abuse is a higher priority and a big shiny object for ICANN now. So what they do is they work on stuff behind the scenes in terms of what the abuse topics are that we're going to tackle, help coordinate drafting papers and other statements. The Registries also have their own Abuse team so they coordinate with them. And we also have a joint CPH Abuse team. There's been a lot of activity in there in terms of reaching out to other SOs and ACs. So I think that those roles have certainly grown over the past couple of years as the activities and abuse have gone on.

So that covers us for all the different Registrar Stakeholder Group leadership roles. So now it's time for the poll question. What leadership position would you be most interested in? I'm not going to read through them only because they're all there. But I do want to point out that a good way to see whether or not you want to get involved with those leadership positions is—I'll put a plug in here—to attend some of those teams. I was kind of surprised when I saw that we had 22 or 23 people on the Policy team because generally we only get three, maybe five people at those meetings and they're always the

same people. So I'd encourage you to be more active in those various groups to learn more about them.

All right. So there's the results. So it looks like GNSO Council rep is most popular, followed by a tie for Chair and Secretary, and Compliance Chair. Okay, good. It's kind of spread out all over. So it's good to see but please do participate. If you have any other questions, please do reach out to the various people in those roles now. And again, those will be in the slides. So we will distribute afterwards. So let me know if there's any questions. Otherwise, we can move on. Oh, is it still me? Sorry about that. Apologies.

This is the Org chart for the Registrar Stakeholder Group. As you can see, obviously, the Chair, Ashley, they're the Vice Chairs and the Secretary and Treasurer report down through, and then you can see how the other Policy teams fit underneath there that. I think that the Secretariat should not really be where it is there. I think the Secretariat should be above Ashley. Then there should be a direct line between the Secretariat and everything else because Zoe certainly is the glue that holds everything together there and coordinates on that. That just kind of follows that but while it does show some direct lines, there's a lot of crossing over and coordination and assistance in there. Next slide, please. Okay. Now I'm done. Thank you, everyone.

ASHLEY HEINEMAN: Hello. Maybe you said it a different way. The Secretariat in the form of Zoe is the anchor that keeps us all together. So yes, long live Zoe. We

would be lost, absolutely lost without her. Just to make that clear for everybody, seriously.

Okay. So next subject. Hello, it's me again. Engagement and outreach. So as you can probably see, this has kind of been theme of this presentation. I think what's become increasingly obvious is that we need to have more of this.

Existing efforts. We do have existing efforts, if you're not aware of those, and that's in the form of our regular communications, our meetings, the materials that we put out, and we have all of these pretty much articulated in our Charter. While most of our Membership meetings outside the ICANN contacts are closed because we are a membership organization, we are open, as you can see for those who aren't members, at ICANN meetings. So this is your opportunity to weigh in and hear what we're talking about. Most of the time, it is substantive. This is, I believe, the first time we've kind of taken this approach.

So what we noticed, thanks to COVID, is that it's made it very difficult. We've had to kind of reshape our engagement and outreach efforts. As we see here today, we have not been meeting face to face, and so we don't have people just walking and wandering into our meetings. Perhaps they're by accident but still get exposed to us. So it's hard to meet new registrars or registrars that just haven't been engaged. It is clear that we need to enhance that, whether it's in terms of keeping good diversity and geography, different types of registrars. I think what we're also seeing is that there's a lot of consolidation in this

industry so we're losing them quicker than we're picking up new registrars. While you may not think this would necessarily be the case but this virtual work environment has also exasperated the time zone issues, where before we came together three times a year at an ICANN meeting. At least we're all suffering in terms of jetlag and that sort of thing, but at least we were all together working at the same time. But now without that, we have folks—typically the ones suffering the most are those who are in Asia-Pacific region—it's hard to be fair and give them normal work hours. We try and shift things around and share the pain but that doesn't always happen. So yes, COVID-19, having to work virtually has really kind of made it much more difficult in terms of engagement and outreach.

So what we've learned is that we need to change this. Also as part of the Accountability Work Stream 2 effort that is currently under review at ICANN was also brought to our attention that there are things that we can be doing and aren't doing already, things like having a team dedicated specifically to outreach and ensuring we have diversity within our membership.

So one thing that we've decided as ExCom—and we are now prepared to share with you all—is that we would like to establish a new Outreach team, specifically with the goal of outreach efforts. What we would like to do, we would love to have our members on this group who are from underserved regions. But also it'd be great to have new folks because these are the perspectives that we need to have and making sure that we have good engagement and outreach. We want to find new better ways, particularly if we continue in this virtual

whatever this is that we've been involved in for almost two years now, is how can we enhance things based on the tools that we have available to us. Maybe breaking out of our box that we're so used to and finding new and different ways to engage and hybrid situations. I do sincerely hope that we will be confronted with face-to-face events soon. But my guess is that part of this is going to be our new reality and that we're now going to have to adjust and recognize that we're always going to have folks who aren't able to attend face to face. So how can we make sure they're a part of this group and they can engage and participate just like those who are face to face? Lastly, what we would like this group to do is develop a stand-alone strategy for how to enhance engagement and outreach.

So with that, we need to form this group. I want you all to think about it, that we can do things differently. If we've got a good, strong contingent of APAC-based members, we could have the meetings primarily on APAC time schedule. But I'm happy to hear people's ideas and we will be following up with respect to how to put this team together and get the right folks engaged and involved. But moral of the story is we want more membership. We need more membership and we need more people to be engaged. That's what we're hoping we're achieving here today. So do we have another slide, Zoe?

ZOE BONYTHON: Not for this section. We go on to the AOB next.

EN

ASHLEY HEINEMAN: All right. Well, I think we're done with this section. If I'm understanding correctly, that is it of this presentation. Is that correct?

ZOE BONYTHON: Correct.

ASHLEY HEINEMAN: All right. So with that, Any Other Business, open questions. I encourage you all, please ask questions. Don't be shy. Don't be afraid. I would love to continue talking about this. And while you're thinking about putting your hand up, why don't we do what looks like to be our last polling question of least pertaining to this presentation. What will be your preferred form of greeting when we eventually get to meet in person again? Awkward wave … if you're not quite sure what to do. Fist bump. High five, bring that back. Elbow bob, I'm ready to put that one to bed. Air kisses. That's a good one. I like air kisses. Or pretend hug, we can kind of do now even. So please, take your pick. How would you like to greet Eric, myself, and Owen, and everybody else? That might depend on how you vote, depending on the person, but okay. I am going to do mine. All right. I have submitted my vote. Hopefully you all have as well. Zoe, whenever you're ready. Awkward wave, man. Come on, guys. Air kisses. All right. Now we know what people like, awkward wave. Okay.

I don't see any hands up. Any questions? Anybody want to talk about stuff? This is also your time. I suppose if you would like to raise a substantive question that we didn't get into today, happy to do that.

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While you all are still thinking about it, we've got a bunch of other cool stuff coming up this week, including the DNS Abuse session that is right after this from the Contracted Party House. That's going to be good. That's where we'll get into the meat of some of our work efforts that we've been engaged in as of late specific to DNS abuse. We are still grappling with NIS2. Stay tuned. I don't see any hands. Zoe, is there anything else that we should be talking about while people think about raising their hands?

ZOE BONYTHON: No, you already did the reminder about the next meeting, which is straight after the break. I think that's it for now.

ASHLEY HEINEMAN: How are we on time?

ZOE BONYTHON: We have nine minutes. So it's okay.

ASHLEY HEINEMAN: Well, I can pat myself on the back for again being able to keep within our allotted time, which doesn't always happen. I guess I'm getting better and better with every day.

All right. Any of my lovely leadership individuals want to have anything else to say? Okay. Another interesting session that we'll be having to remind you of, we will be meeting with the ICANN Board. Zoe will have

to remind me as to when that will happen but it's sure to be of interest. They always are.

Michele couldn't help himself. He's got something to say and I'm sure it's going to be good. Michele, please go ahead.

MICHELE NEYLON: Thanks, Ashley. As ever, you did a lovely job of cat herding us. But we all know it's always Zoe behind the scenes, doing all the hard work. I just think on the NIS2 thing, I think a lot of us tend to get bogged down in the ICANN space around the policy and all the kind of legal technicalities, but I think we need to try and articulate to our clients and to others the dangers of the NIS2 and how it's going to impact our ability to remain competitive and how it's going to impact businesses getting online. There's a lot of nasty, unintended consequences wrapped up in Article 23 of the draft, and it won't actually fix anything that it's aimed to fix. So I just think, for people who aren't familiar with it, have a look into it. If you're not familiar and want to talk about it, ping one of us who is, but try and get the word out because it can still be pushed back on quite a bit. Thanks.

ASHLEY HEINEMAN: Thank you for that, Michele. While I have a few minutes at my disposal, I will continue on that conversation line. So yes, we have already submitted comments as a subgroup. And those should be posted on our website. So I encourage all of you to check them out so you can get an understanding as to what our concerns are. But they're mostly

around this Article 23, which basically specifically looks at Registries and Registrars and tries to put European regulations around how we manage our registration databases and the information included therein.

Some of our outstanding concerns have to do with one. It's a bit of an end run around the multistakeholder approach to governance. It's an end run around our efforts to deal with these issues. One could argue that a lot of what's in there is already required of us. Fair enough. But again, it's a bit of a slap at the model if we have governments having to come in and regulate and duplicate things that are already in place. And while you might think ICANN is a bit slow, let me tell you, governments are even slower. So once you have things baked into regulation, it's hard to be nimble and forward looking with the ever changing industry.

So I encourage you all to get engaged. We're looking at it at the membership level. So please feel free to engage in our Membership meetings where we will be discussing it. We are looking to reinforce our past comments and draft something new, probably primarily for Council this time because the European Parliament has pretty much wrapped up their efforts. And we'll be working on a timeframe of getting something submitted before December. That's kind of new for everybody. So update on that.

So yeah, I'm just recapping you with the latest and greatest on something that I know I've been steeped in. But we've also got efforts underway on Accountability. There's an Accountability Review—is it

Accountability Review? Or is it an Accountability group that is looking at whether or not there needs to be a PDP—not Accountability. I got the whole word wrong. Accuracy. Accuracy Scoping Team. We have a team looking at whether or not there needs to be a PDP on accuracy of our data, and that is currently underway. Folks are right in there again and making sure that our interests are represented, so kudos to those on that team.

I have a question in the chat from Keiron. I'm going to go catch up a little bit. "Ashley, do you have an expected date of when they will respond? I know you can't predict with the governments, but do you have a cut-off date of when we might need to take further/louder action?"

Respond? I'm not sure what you mean by respond. I don't expect them to respond to our comments. I just hope that they're reading them and taking them into account. I do know that the European Parliament is voting or has just voted when they're draft. So I know Council is working their way towards that. The December deadline that a refurb is going to be our last chance to deal with it at this level of things. Once it gets out of Parliament and Council, my understanding is that it will then go to member states to figure out how to handle things. But I plead and look to my European colleagues who know better how this all works. But once it gets to that stage, once it's out of Parliament, Council, and the European Commission, it gets much harder to actually impact and affect what the regulation is going to look like. So this is our time to do it now. Because the things get out, how they look now, it's really going be hard to walk it back.

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Michele? It looks like he's coming to my rescue. Please go ahead.

MICHELE NEYLON: Thanks, Ashley. It's a directive, not a regulation. So the key difference—and it's not a matter of me just being a bit pedantic. There is a significant difference between the two. With a regulation, the legislation is drafted at the European level and passes directly into law in each member states. Each member state may need to enact secondary legislation or primary legislation in order to facilitate the enactment of a regulation but they don't get to actually play with the language of the law itself. With a directive, each member state gets to create its own flavor of the directive. Even though there might be under is generally—it's obviously in everybody's interest that there is a degree of consistency around us, you're going to end up with different flavors. So if we lose the battle at the European level, there is a possibility of pushing back at a national level. But it's going to make things much more complicated because you're going to end up with 27 different member states, all with a different interpretation, let's just say. So yay.

ASHLEY HEINEMAN: Thanks for that clarification, Michele. It is important to be precise and I was definitely using shorthand.

So with that, everybody, I think we are at time now. So I want to thank you all for joining us. I hope that you have been encouraged to get more engaged and to participate more and to consider leadership

opportunities as they arise. This presentation will be published probably without all of our e-mail addresses on it. So hopefully you jotted them down when you had the chance. But feel free to take this presentation back to your colleagues or share them with other registrars who might be interested. So, Zoe, anything else I need to talk about?

ZOE BONYTHON: No, that's everything.

ASHLEY HEINEMAN: Thank you to Zoe. Thank you to ICANN staff helping us today. Enjoy the rest of your ICANN72 experience and we will see you on the margin of the meetings. Thank you all very much. Have a good day. You can stop the recording.

[END OF TRANSCRIPTION]