
ICANN78 | AGM – ccNSO ccTLD News
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CLAUDIA RUIZ:

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MARTA DIAS:

Hello everyone. Good morning. Well, I'm delighted to welcome you all to the ccTLD news session. My name is Marta Dias, I'm from .pt, the Portuguese ccTLD. It is a great honor for me to have the opportunity to chair this session. Well, in the next 90 minutes, we'll have the opportunity to listen to six presenters representing the ccTLDs from Africa. We have Barrack Otieno, from .eu, Dirk Jumpertz, from .au, Australia, Jordan Carter, from .ua, Ukraine, Svitlana Tkachenko, from .ec, Ecuador, Francisco Patino, and from .dk, Denmark, Laila Jensen.

So my apologies if I mispronounced any of the names. So just to let you know that we will have a presentation in Spanish, so please feel free to gather your headsets if you need it. So the ccTLD news session have been a part of the ccNSO members meetings for several years, as you know.

And it's been so far a very good opportunity to share experience, to share trends, good practices, case studies, policy issues, different

models of governance, technical legal topics, but also concerns outside. In short, we have here a very good platform to discuss ccTLDs related aspects that impact us globally.

So I'm talking about cybersecurity, the set of privacy and data protections that requirements that we are obliged to, and for some of us the problem of the decrease of the registration numbers. So just to let you know, we will have a slot of teammates for questions, comments at the end of each presentation. So please don't hesitate to raise your hands and participate.

This message is from people inside and also for the online people, please don't hesitate to, to participate and share your thoughts with us. So let's move on to our first presenter, Barrack Otieno, he's the general manager of the African Top Level Domains organization. And he will guide us through a walk down the memory lane of the African ccTLDs. Barrack, you do have the floor. Thank you.

BARRACK OTIENO:

Thank you very much. Good morning, good afternoon, good evening, for those who are online. My name is Barrack Otieno, as has been mentioned by Martha from AfTLD. Good to see you this morning after the interesting night, thanks to our hosts, DENIC. I'm sure more are still recovering as they walk in. I'll have a brief presentation that will basically touch on the issues that are on the outline. And I'm here to just take you down the memory of the evolution of the ccTLDs in Africa.

For those who might be listening to me for the first time, AfTLD is the regional organization that brings together top-level domain managers to discuss matters of policy that affect ccTLDs globally. We are similar to CENTR and APTLD and LACTLD which are the regional organizations in the other parts of the world.

The journey of AfTLD started in May, 2001 when it was conceptualized at the Africa Network Operators Group Workshop in Accra, Ghana. This was also the time when ICANN was hosting or holding among its first meetings in Africa.

And the focus then was to create communities of practice that would bring together stakeholders or practitioners interested and involve in various aspects of the space. [00:06:38 - inaudible] who is associated with Ghana, [00:06:42 - inaudible] from .nu, and Brian Longwe, who was involved in the creation of .ke, were tasked with the creation of the association and formal establishment at that particular time.

In December, 2002, AfTLD was incorporated in Mauritius. I must mention that much later on in 2015, AfTLD was also incorporated in Nairobi, Kenya for purposes of serving the African continent in a much better way. Next slide.

Next slide, kindly. Yeah. Yeah, next slide. This is where I was. All right. In 2003, specifically on the 26th of October, AfTLD had its first general assembly in Carthage, Tunisia, and at that time, APTL, CCENTR, LACTLD participated in the forum.

I must mention that we have come this far because of the close cooperation between the regional organizations. At this particular

meeting, CENTR offered to support AfTLD to establish its secretariat and other functions that needed to ensure that it serves the region similar to what CENTR was doing.

And I had an opportunity to be at CENTR in 2012, thereabouts in EURid just to learn from the CENTR team. And it's gone a long way in helping establish the secretariat and helping establish the organization as I'm going to speak about later.

We've also had an opportunity to participate in APTLD activities. The last one that we were formally in was in Tashkent, thanks to the invitation from Leon and the APTLD team, and also to speak in a number of activities or events organized by LACTLD. One significant activity that has been of immense importance in AfTLD's journey, has been the joint regional organization staff meetings that we've been having at all ICANN meetings.

And previously we were also bringing together the boards of the regional organization across the different regions, which provided a platform for knowledge exchange. I think as I speak, we have about 38 members in the ccNSO and counting, and I think without this exchange of knowledge, we wouldn't have been where we are.

Thank you. In 2003 after, the first general assembly for AfTLD, AfTLD issued a communique in Montreal that formally announced to the community that it was up and running as a regional organization similar to the its counterparts in the other parts of the world. I must mention that as I speak, I think most countries in Africa are on their 25th year since they first had internet.

A good number of countries, which I believe a 25-year-old is just out of their teenage years and ready to start living, as I'm going to demonstrate much later on. But the formal notice to the community that AfTLD was now a regional organization, was done in 2003 in Montreal. Back then, AfTLD had two members in the ccNSO, and that has since grown to 38 members and counting to date.

I haven't checked in the ccNSO list the current list of members, but what I know is that in the near future, we will also be a force to reckon with. But I guess looking around the room, seeing the increased number of participations from ccTLDs in Africa, is also a testament to this growth. Next slide.

These are just a listing of some of the activities that have taken place in the region aimed at strengthening or creating the community of practice in the region. I think it is not enough for us to meet during these ICANN meetings. We also step back home and organize meetings that enable local stakeholders to get involved and to appreciate the importance of ccTLDs and the importance of the regional organization at continental level.

These are a mix of policy and technical activities. Again, around 2008, just at the onset of the Global Internet Governance Forum, ccTLDs were active in the internet governance conversation, of course, championed by CENTR. We used to have a number of sessions during the global UN IGF that specifically touched on ccT-D issues.

And this helped a great deal in ensuring that most of the African countries were also able to see policy concerns that were related to their ccTLDs and develop the same policies locally.

The other important issue was the advanced, rather registry operations curriculum that were championed by the Internet Society, of course, with the support of ICANN and other stakeholders, which have also gone a long way in building the technical capacity of the registries on the continent.

The others were policy meetings aimed at creating the awareness and importance of ccTLDs across different stakeholder groupings. Next.

Some important milestones. AfTLD has certainly be at the forefront of encouraging African ccTLDs to participate in the Internet Governance Forum. I think yesterday we got a brief of what's happening within the Internet Governance Forum and why it's important to ccTLDs.

And we have been at the forefront of this in participation rather in collaboration with the other regional organizations whenever we have sessions at the global IGF, at the African Internet Governance Forum, and also in supporting local or national Internet Governance Forum.

Again, it's worth noting that in 2008 AfTLD through Dr. Paulos Nyirenda, I can't see him in the room now, launched the first study on ccTLDs in Africa. It was basically christened a status analysis, which was presented at the Africa Top Level Domains Annual Conference. At that time, majority of the ccTLDs were not automated, neither were they hosted from within the African continent.

And I think this formed the platform for AfTLDs work from there until the current date. Something significant at that time was also the launch of the African ccTLD and DNS SEC program in the year 2012. This is a paper that AfTLD worked on in partnership with the Internet

Society and with the support of ICANN. Out of this paper, there came what is referred to as the domain name system forum movement.

We started the Africa Domain Name System Forum having hosted the first one at the ICANN meeting in Durban in 2013, and celebrating the 10-year anniversary last year in Nairobi, Kenya. And I think this is a forum that has also been implemented in other regions around the world.

Currently, our focus is to make sure that every African country has a national DNS forum. Internet is beneficial as a global tool, but it's equally more beneficial as a local tool. And we believe that when citizens in African countries start having DNS conversations at national level or at local level, then they'll be better placed to leverage the internet value chain.

Again, in 2012, we started implementing the strategic plan that informed the creation of our secretariat, which is based at the Kenya Network Information CENTR in Nairobi, Kenya, and also efforts towards building the technical capacity and the policy capacity of the various ccTLDs in Africa. Next slide.

MARTA DIAS:

I'm sorry, Barrack. You have to wrap up. I'm sorry. Thank you.

BARRACK OTIENO:

I'm wrapping up. Thank you. The strategic plan has enabled us to see some development, but more importantly, this is reflected in the status that is before you on the screen. We have seen over 95% of the

ccTLDs now are actually managed from within the continent. Of course, there are still issues with how best they are managed, but the beauty is they are managed from within the continent.

Again, over 95% are now automated, and we don't have issues which were there in the past of manual registries. There are a few cases here and there, which are related to governance issues. We are seeing an increased interest from governments. Currently, there are 24 ccTLDs that have direct oversight from government. We've seen a transition from academia to private sector LED roles within the ccTLDs.

As we speak, 32 ccTLDs are under private sector management. Previously, it was either academia or government. We are also seeing reduced cases of delegation, which was a challenge in the past. And we are seeing an increased push towards sustainability by the ccTLDs. The last slide, kindly.

So my last slide simply summarizes what the future holds for African ccTLDs. I think we can only look at growth, and there's an increased infrastructure development and increased interest from governments to digitize and to digitalize, and the DNS is at the CENTR of all this, and I believe we are going to see tremendous growth and opportunities for ccTLDs on the African continent.

As I summarize, I can only say that this is a decade of growth for African ccTLDs. I want to thank the ccNSO and all the partners who have supported African ccTLDs in one way or the other. And I think this indeed is the decade that you will be able to reap from what you have sown during the support. I believe let's come together and push

so that we make sure that the DNS indeed makes a difference through the ccTLDs to African nations. Thank you, Marta, and back to you.

MARTA DIAS:

Thank you so much. So we won't have time for questions right now, but I'm sure that Barrack will be available during the break to answer any eventual questions. So the next presenter will be Dirk Jumpertz. He's the security officer for EURid. Cybersecurity is, of course, a top priority for all of us, and Dirk is about to explain us how the European TLD ISAC can support and help ccTLD in this field. Dirk, you do have the floor. Thank you so much.

DIRK JUMPERTZ:

Thank you, Marta. And thank you for this opportunity to introduce the European TLD ISAC. My name is Dirk Jumpertz, I'm the security officer at EURid. I'm also the vice chair of the European TLD ISAC. In the audience is Kristof Tuyteleers, who is a security officer at DNS Belgium and the chair of the European TLD ISAC. Next slide, please. Before we dive into the European TLD ISAC. Let me explain what an ISAC is.

It's an acronym, stands for Information Sharing and Analysis Center, and it's typically an organization, a member-driven organization where people come together dealing with cybersecurity issues, exchange information, find out how to deal with the increasing threat that exist out there.

Generally speaking, there are three types of ISACs, there is the geographic ISAC, like for instance, the Japanese ISAC, and there are

also thematic-oriented ISACs, but for us, most important there is the sector or industry-oriented ISAC. Next slide, please.

So what is the origin of this initiative? Well, it is a direct result of a project that was launched by the European Commission back in 2020 and run until 2022. More information can be found on isacs.eu. This project was called the Empowering EU ISACs and was a direct result of the implementation of the NIS directive.

On the right-hand side of the screen, you see a number of logos of the different ISACs that either already existed or came out of this project. There is the energy ISAC, the European Rail ISAC, there are many other different ISACs like the aviation ISACs and so on.

As I said, it is part of the implementation of the NIS directive, but it's much more prominent present in the NIS2 directive where there is an entire chapter dedicated on information exchange amongst essential entities. So therefore, ISACs will play in Europe, but also in the world, a much more prevalent role. Next slide, please.

So how did the European TLD ISAC came about? It's actually developed in 2022 as an incubation program within CENTR, the Council of European Registries, and it was approved by the General Assembly in March 23 as a special working group. This gives you a little bit of an idea how it is set up.

It has 10 founding members who dedicated resources and budget to this project. The 10 members, you can find them on your right-hand side. They are both registries from European member states as well as outside of Europe. There is Switch, for instance, and Nominote.

It has a dedicated governance structure, so that means that we are quite serious about making this a successful project with a steering committee and a work group. As approved terms of reference, explaining what the ISAC is about, what its work plan is, it has an approved work plan for 23 to 24, and it has an approved budget for 23.

This means, as it is an incubation program, we have a very clear set goal to make this ISAC an independent organization by 2025. In the meantime, it has a dedicated website, which we launched last month, that you can find under tld-isac.eu. For the moment, as we are still in the incubation phase, the ISAC is only accessible to center full members. Next slide, please.

So what are the objectives of the European TLD ISAC? First and foremost, of course, facilitate collaboration on threat intelligence and analysis of technical and non-technical security information. So it's all about security information, it's all about cyber resilience. Secondly, be an expert point of contact for all kinds of policy makers, including European policy makers, without going into policy details.

This is very important, we are only focusing on the technicalities of the DNS ecosystem. Thirdly, improve the internal capabilities of TLD registry operators to meet their increasing security and regulatory requirements. And how would we do that? Is by sharing expertise and knowledge. We also join international initiatives because this is all about sharing of information.

So we go to cross sectoral and cross ISAC initiatives. One example is the EU Council of ISACs, which encompasses most of the logos you've seen on the second slide. And last but not least, also raising public

cybersecurity awareness specifically to the DNS system, ecosystem, and its associated protocols. And how we do this is through seminars and publications.

On the 13th of December, sorry, on the 13th of November, we are launching also our first seminar where we are already inviting quite some members of the CENTR community, but also some external speakers. Next slide, please.

Like I said, there is an incubation phase. The incubation phase has one goal, and that's to build the foundations of the ISACs so that it can continue in the future as an independent organization.

To do that, we focus on seven milestones, building up communications, having this ISAC annual conference, build up an information sharing platform for both structured information as well as unstructured information, transfer existing work from the security working group to the ISAC, built external relations, developed a business plan for 25 and beyond, and do a lot of capacity building through the development of specific cybersecurity skills. By 25. Our goal is to be completely in operational mode and have the ISAC run by itself. Next slide, please.

The following two slides are work in progress, they're absolutely not binding, they are a thought experiment. We're talking about membership post incubation, how would that look like? Well, let's focus on who can become a member of that ISAC. As it originates from the NIS directive and the NIS directive doesn't really make a distinction between cc and gTLDs, the ISAC will be open for all registry

operators, both ccTLDs as well as gTLDs, but focused on the European market.

But also key stakeholders in the TLD supply chain, like any cost providers, name server developers, cybersecurity experts in the DNS field and professionals. Secondly, most ISACs also allow observers, which are typically governmental agencies, academic institutions, and industry stakeholders. Next slide, please.

So what can a member expect from the European TLD ISAC? Besides the facilitation and the collaboration on threat intelligence, related to threats directly aimed at the TLD industry, we would also produce relevant content, analysis, services, and reports, like the threat landscape analysis that can be used for risk assessments, the publication of best practices, the development of a security maturity tooling that already exists.

Sector specific auditing services is also one of the things that we are thinking of. For those amongst you who are ISO 27001 certified, one of the biggest challenges is finding someone who can do internal auditing. We're playing with the idea of developing such services because you need the internal specific knowledge about the DNS ecosystem, but also the development of tabletop exercises to help people in business continuity exercises.

And last but not least, access to a NIS platform, which is a technical platform that allows you to exchange cybersecurity information in a structured way. We also organize public and members-only meetings and events, and we maintain and manage the relations with different

stakeholders, which is also something that we'll be offering in the future. And with this, I think I'm at the last slide. Next slide, please.

I'd like to thank you for your attention. If you have any questions, please, you can reach us either directly here in the flesh or you can send us an email at the email address on screen. Thank you.

MARTA DIAS:

Well, thank you. It was the perfect timing, so it means that we have time for questions and comments and suggestions. Please feel free to participate here onsite or online. Go ahead. We don't have questions. Online either. I'm sorry. Go ahead. Please state your name and affiliation, please. Thank you.

MARIUS ANDRIAMPARANY:

Okay. Marius Andriamparany from NIC-MG, Madagascar. I have a question for Barrack. You mentioned two kind of ccTLDs in Africa, those run by government, and those run by private. Is there any information about the governance of these two kinds of TLDs? What is the best model? Is there any tendencies say that ccTLDs are going through government administration or only states toward private.

MARTA DIAS:

I'm sorry about that. Thank you so much for your question. If you don't mind, you can try to reach out Barrack during the break because now the space for questions all for Dirk? I'm sorry, okay. So if there's no question to Dirk, I have here one. So first thank you for your presentation, it was very interesting. And my question is if the

platform and the service is only for the countries within European continents, if we can have other countries from other continents I mean as observers or something like that. Thank you.

DIRK JUMPERTZ:

Thank you for your question. We are focusing mostly on the European continent, which does not mean that registries from other continents cannot join as long as they are [00:31:10 - inaudible] services on the European continent, it's not really a problem.

MARTA DIAS:

Okay, thank you. Perfect. So, I'm sorry. I'm so sorry. Please.

EBERHARD LISSE:

Eberhard Lisse, .na. I just wanted to mention I have neither understood the question that was raised by the colleague from Madagascar, nor the answer from the rostrum.

MARTA DIAS:

I'm sorry, can you repeat please?

EBERHARD LISSE:

I have neither understood the question that was raised by the colleague from Madagascar, nor the reply that was given from the rostrum.

MARTA DIAS: I don't know how to solve this.

MARIUS ANDRIAMPARANY: Please, I can ask in-- if you can ask excuse me, in French, very clearly, [00:32:08 - French language].

MARTA DIAS: Merci beaucoup pour votre question. But we have to go back to our panel, so I'll pass over to Jordan Carter. He's the internet governance and policy director at auDA, and also, as you'll know, one of the ccNSO vice chair. So for today, Jordan will guide us now into the auDA Internet Governance Roadmap. Jordan, you do have the floor. Thank you so much.

JORDAN CARTER: Thank you, Marta, and good morning. And actually, my colleague Annaliese Williams from auDA is gonna start this presentation and I will pick up halfway through.

ANNALIESE WILLIAMS: Thanks, Marta. Next slide, please. So just briefly, we'll take you through just so you know what to expect from this presentation. We will start with a bit of context and background and explain why we have developed this roadmap, and then we'll share some of the highlights and next steps. Next slide please.

Thanks. So just some scene setting. The multi-stakeholder internet governance system has underpinned the success of the internet and

contributed to global innovation and economic growth, but there is increasing pressure on the multi-stakeholder governance system. The idea of multi-stakeholder itself is contested, and I think it's important that we note that it's not just authoritarian governments that would prefer a UN-led approach.

The next few years will be critical for the future of the governance model and the technology more broadly. We've heard a bit about the review of the World Summit on the Information Society, the WSIS+20 in 2025, but before that takes place, there's the summit of the future in 2024.

And that summit will focus on member state cooperation on critical challenges like climate change and other critical global challenges, but it's also meant to reinvigorate the multilateral system. And during the summit, the member states are expected to agree a global digital compact which will be form just one of the areas that governments will be looking at.

And the purpose of the GDC is to outline shared principles for a digital future. So the strategic and economic importance of the internet has dramatically increased in the 20 years since the first WSIS. And as the Internet's importance has increased, so have the debates around how it should be governed.

And the proliferation of the internet has sort of presented new complex global challenges like privacy or harmful content or misinformation, things that the current internet governance institutions and processes weren't designed to address. So we think

there is a real need for the technical community to be involved in these processes and be contributing to them. So next slide, please.

So why an internet governance roadmap? We at auDA are absolutely committed to the multi-stakeholder approach. We think having all of the relevant stakeholders involved in the discussions is the best way to ensure that we continue to have an open, free, secure, and globally interoperable internet. So we've developed this roadmap to provide some concrete ideas for improving and evolving the current internet governance system in the lead up to the WSIS and the GDC.

We were hoping this roadmap would spark conversation and debate and inspire others to start thinking about these issues and to perhaps share their positions and put other ideas out there. We are very happy to have the ideas in the roadmap challenged. If new ideas emerge from these conversations that the community can get behind, then we would think that was a good thing.

So the roadmap is really just our way of saying to the rest of the community that we are ready and willing to work with others to evolve the multi-stakeholder system because we think the multi-stakeholder governance-- the way of multi-stakeholder working is worth preserving. And I'll pass over to Jordan to talk about what's in the roadmap.

JORDAN CARTER:

Thanks, Annaliese. And because we've got limited time, just to give a heads up to the people doing the slides, we'll do this slide and then we'll skip the next five slides because they go into just more detail, but

people can read that detail if they want to later on. And I'll just sort of follow on from something Annaliese said to say that from our point of view, sort of what's in our roadmap is less important than the act of putting it together and publishing it.

So just think about that a bit and I'll come to why that is the case later on. But we focused on five areas. The first of those is to say that we think that it would be good for us as a community, broadly speaking, working on internet governance to set out some shared principles to shape the trajectory of the internet governance system.

And we said that it might be good to do that in an event like a NETmundial+10 style event. And the reason for that is that in ICANN, we all talk about ICANN and DNS stuff and the IETF people do IETF stuff. In our regional organizations we exchange insights and best practice and so on.

But we don't really have any forums where you can step back from the day-to-day work of what we do in internet governance and decide how to do it better. And in the United Nations system where some of these discussions happen, it's only really at the global Internet governance forum where there is an open platform where all of us have an equal say in shaping such principles. So we thought there needed to be, in the context of next year's GDC and the WSIS review in 2025, a chance to have a genuinely open conversation about where we want to see internet governance head.

So something like a NETmundial+10 was our answer to that, and the output we thought should be some shared principles saying how should internet governance suggest. The second one was just to note

that in a lot of the global internet governance environments, it's a bit sort of West European, North American dominated, some of these forums are a bit corporate dominated. And for the system to work well that act has to draw people from all societies and all communities all around the world.

So we called for better capacity building and fellowship systems, significant uplift in the resources that are available for that work. The third one kind of relates to the first, where the first bullet point is about shared principles shape how internet governance works, we also thought it might be advantageous to set directions for what it should be trying to achieve.

A sort of set of goals that we were trying to achieve through the work we do in internet governance, perhaps connecting the amazing positive power of the internet to achieving the sustainable development goals in the UN framework, for example.

Because otherwise, you can sometimes in this environment end up spinning your wheels slightly and just doing this work for the sake of it, we thought that might be a way to address some of the concerns of governments who seem to struggle to understand what it is we do in the internet governance system.

The fourth one was a call that it's nice to see others echoing and that it's been picked up a bit by ICANN, which is in these big global governance discussions. Some in our communities sometimes think, oh, well, it's not really gonna affect us, ICANN's gonna keep doing ICANN, we don't need to worry about this.

And the tech community can sometimes just go, we're gonna focus on what we're doing. But there has to be a technical community voice in these global policy debates. And we've already had a discussion here in this room yesterday about in some of the documents shaping these big global debates next year and in 25, the technical community has actually been abolished as a category.

There's a genuine repeated language out of the UN high leadership that says the only three stakeholder groups are the civil society governments and business. And if we want to have a voice and a seat at the table in shaping the future of digital and internet governance, we have to argue for it, we aren't entitled to it. It's not just gonna happen because, oh, well, it happened 20 years ago.

And to be effective, we have to coordinate. So we've got some common messages so we know our depth of thinking between our organizations. So that coordination is really important. And the last thing is that in solving some of the digital policy challenges that we face today, we don't want ICANN to be fixing everything to do with the internet.

We respect the scope of these individual institutions, and when new challenges emerge. Sometimes there might need to be new institutions that emerge too to deal with them. We think we shouldn't try and force everything into existing institutions. But we also in that context, see the IGF as the premier sort of hub for global discussion on the full range of internet policy issues.

So if we can skip forward five slides, I'll be super quick. Thank you. Yep. So really the call to action for all of you is first, a stakeholder

driven system to work. The stakeholders have to have something to say, and we publish this roadmap so we would have something to say, and we've said it, and we're interested in what you think about the ideas in it.

But I can't be passionate enough and urging you that if internet governance or shaping the global system is anywhere within your remit, now is the time to be taking some time to decide what your stance is and to be ready to advocate it either in discussions here, in discussions with your national community, your foreign ministry, your digital economy ministry, whoever you liaise with, in the forums and advisory councils you have in your home organizations and in the global thing. Because if this debate happens without us, we will end up getting left out. So we all have a responsibility to have a say. And I'll wrap it up there. Thanks, Marta.

MARTA DIAS:

Thank you so much Annaliese and Jordan, it is in fact an amazing job. Congratulations for this roadmap. We have time for taking two questions, but I would just like to say that if you have other questions for the previous presenters, we'll be glad to address them in the end of the session if we still have time. Thank you so much. So questions. So go ahead. Thank you.

JAVIER RÚA-JOVET:

Thank you. Javier Rúa-Jovet, NomCom appointed councilor. Thanks for that. Quick question on your highlights. You mentioned the SDGs and new paths forwards, and considering sustainable development

goals. We saw a great presentation yesterday from Belgium considering carbon footprint and environmental issues and energy use issues. Is that part of your thinking and your roadmap?

JORDAN CARTER:

We haven't really gone into what those goals should cover, but the reason we link the SDGs is the sustainable development goals are kind of the UN framework for making the whole world better, right? It's a world encompassing thing, and I think we all understand intuitively that the internet can contribute to achieving those goals, probably almost all of them in different ways, whether it's economic success or education or more environmental efficiency and so on.

The internet has contributions in a lot of places, but they aren't articulated, the contribution isn't articulated. There isn't really an s SDG about the internet, and there isn't really a layer of internet contributions to the other goals. So that's what we're kind of saying. It might be an intermediary level that helps us explain the contribution that we're making in all of these different facets of society.

MARTA DIAS:

Just another question. Just a small one, okay. Thank you.

LEONID TODOROV:

Thank you. Leonid Todorov for the record. I have a question. Well, first of all, that's a very interesting initiative. I understand this is a high-level approach so far, it's been that high level approach so far,

but has there been any thought given to ways and means to engage with the typically silent part of the community? Thank you.

JORDAN CARTER:

We should have a chat later about who you see as the typically silent part of the community because we probably don't have time now, but I think part of what we're trying to do is just talk about this in the forums that there are to raise awareness. So if you've got specific suggestions, then grab a chat.

MARTA DIAS:

Okay. I am sorry. We're running out of time. We'll have to move on. So a warm welcome to the next presenter, Svitlana Tkachenko. She's the head of marketing for .ua registry. Resistance, recovery, transformation, three components for .ua registry. Svitlana, you have the floor. Thank you.

SVITLANA TKACHENKO:

Thank you. Thank you. Thank you. My name is Svitlana Tkachenko. Next slide, please. Let me start with some background information. Thank you. Ukraine is the second largest country in Europe. 603,000 square kilometers, 44 million people names this country their home, cheap and affordable internet, country code ccTLD is .ua. A total number of domain in UA exceeded half a million.

Next slide, please. In registry, we use 3D models, so we don't register domain name directly. More than 100 registrars providing this business for our clients. Among them, 12 foreign registrars from

Europe, America, and China. We have two types of domain names. The second level private domain name can be registered only if the registrant has a corresponding trademark right, and the vast majority of domain names registered on the third level, for that, we have a functional domain like come.ua, org.ua, net.ua and others, and geographical domain names, the name of the city. That's how things were before the 24th of February, 2022. Next slide. Next, please.

Everything was changed on 24th, February last year. Russia declared war on Ukraine and started missile attack on our country, martial law was introduced. And the registry, we made several very important decisions. We asked international help, we decided to move data in services abroad and in cloud, and stop deleting expired domain name and keep them as long as possible.

We had to destroy some of our equipment on the territories that were occupied. Meanwhile, the registry didn't stop for a minute, and we removed the registry and data. Our registrars, our clients, and domain owners also transferred their domains and needed assistant. All this was done on the continuous shelling and bombing.

The main task of the registry, registrar, was to maintain communication and show that the main data is secure, even if the people of registry are not. UA representing robustness, reliability, and trustworthy, no matter what. 10 days after the beginning of the war, I managed to escape my home, and head to Poland to safe place.

I was ready to open the registry [00:50:39 - inaudible] office of the registry. Two months later, I returned to Ukraine, and then to Kiev. The registry services and registered data are safe, but our clients were

in Ukraine, so we need to work in Ukraine. People relocated their business, relocated their families, and stuff, start, live and work in new places. Thank you. They also needed domain and website. So, next slide, please.

In September last year, we faced a new challenge. Russia deliberately destroys our electricity, energy system. Electricity was given on, schedule only for hours a day. No electricity means no light, no possibility to charge your phone, no hot food, and worst of all, no internet and mobile connection, nothing.

Once again, I put my computer in my backpack and became a nomad of my own city. I moved from one part of city to another just to find internet connection and electricity. As the registry, we reduced all our activity to a minimum to save electricity and power sources. We did only what was absolutely necessary. The next slide.

But not only we did domain keep up and running, we also decided to conduct our traditional annual conference, UADOM. Usually, it takes place in the beginning of December, and dedicated to anniversary of .ua ccTLD. This time it was 30th anniversary. Next slide, please.

Two days, three hours a day with speakers and presentation and great discussion. Not everyone could join the meeting, the conference online because of problem with electricity and connection, but the fact that registry conduct this conference make very strong message.

We're grateful to our friends and colleagues from other country and the national organizations to join at the conference and show that we are not alone, we have support and can rely on it. It's two days

without electricity, almost all days on diesel generator under missile attack. The next slide.

But not only this conference shared our experiences and thoughts about situations, but also plan in the future. And I want to tell you about two projects that were established during this dark time. Next slide. As I said at the beginning, we stop deleting expired domain names.

We understood that domain is not the first and even a second priority for people who are leaving their home and trying to save their nearest and dearest one. But in the beginning of 2023, a huge amount of this expired and unused domain accumulated in the registry, more than 100,000 domains. We discuss it, the situation with our registrars, and together brainstorming the solutions. We decided to return to the ordinary domain name lifecycle.

Then, when domain register expired, and after redemption period, they dropped. But before we decided to take extra six months to try to find these people who were owners of this domain names. People moved to another country, moved to another place, became refugee, lost contacts, and unfortunately died.

The registrars, we launched a huge information campaign trying to find the former owners of this domain name and remind them this domain are existing and waiting for them. As a result, part of the such domains were renewed and brought back to life in the few days we we're starting to delete such domain. So we take every steps to find registrant of this domain names. Next slide, please.

And about second project. In Ukraine, there are very strong movement against Russian language. On the same time, big demand for equalization of the internet. The aim of the next project. Please, next slide please.

The next project is to promote a rebrand, geographical domain names that is Ukrainian writing, Ukrainian transcription like Kiev, [00:56:44 - inaudible], Kharkiv. Remarkably, this idea came from our stars. We only help it to facilitate this project, organized. Geographical second level domain, we established it 30 years ago together with .ua itself.

At that time, official transliteration was Russian. So kiev.ua, the capital of Ukraine, was transliterated in Kyiv. But after that, the official transliteration became Kyiy with y. And now the spelling Kyiy seems as a legacy of Russia and Soviet Union. Several years ago, the Minister of Foreign Affairs of Ukraine launched information campaign and asked English speaking agencies and international organization use correct name, and this technical giant agency said It's not possible.

No, no, it's already in some database and scripts. But what organizes these, they ask ordinary people to send comments and messages on Facebook and Twitter and ask very important agencies to correct, and step by step, the word get used to new the spelling of Kyiy. In domain name, we also have two domain names, Kyiv, the old one, and Kyiy, new.

But the old fashioned one with more popular and more numerals. So we decided to promote the correct spelling of this geographical domain name, and we created the campaign. Okay, so we created

campaign that was named Kyiv.ua [00:58:49 - inaudible] Ukraine. Next slide, please.

It was very huge success among registries and registrars. We have conference and a lot of articles and Facebook and media. Next slide, please. And I want to show you the, yes, shows a banner of the administration. It says, "A language is matter. Language is matter. There is a difference what language you use in your domain name." Next slide.

It's already a conclusion. First of all, conclusion, people. The most weakness and most vulnerable part of the DNS system is people. At the same time, they are powerful and strong. They work even when the equipment breakdown, they help, no count their money, time, and efforts. Without human, none of this will be possible. Second, be here and now, don't look back. Even perfectly prepared after recovery plan wouldn't work, and you need to change it every time.

Adjust everything and keep going no matter what. And the last conclusion, never underestimates the power of the ccTLD. Usually, we talk about numbers, about protocols, about security, but ccTLD, it's very powerful symbol of national identity. And in hard time, the ccTLD can become point of trust and point of applicability. Thank you.

MARTA DIAS:

Thank you so much. No words to say how we thank you for this impressive message. Thank you again, Svitlana. So I think I can turn on to Francisco Patino. He's the marketing manager of .ec. Francisco has an important tip for us regarding the increase of the domain

renewal rates. So ccTLD loyalty strategies, the EC experience with elclub.ec. Francisco, you have the floor, but you'll speak in Spanish. So go ahead. Thank you.

FRANCISCO PATINO: Yes. Hi everyone. Yes, I'm going to speak in Spanish. Please use your headphones to listen the translation. [01:01:45 - Spanish language].

MARTA DIAS: Muchas gracias, Francisco. So any questions from the floor? Online questions? None that I have here. Question is more like a curiosity. I think that you accept non-national registrants, right? So how can they benefit from the club? You have the discounts, the training opportunities, and so on, but how non-national registrants can benefit from them?

FRANCISCO PATINO: [01:12:34 - Spanish language].

MARTA DIAS: So a collaboration opportunity again. Thank you so much. So last but not least, we have a Laila Jensen today with us. She's head of legal at .dk, and she will talk to us about the change of name being the future, not the past. Laila, the floor is yours. Thank you so much.

LALIA JENSEN:

Thank you. Today, I would talk about why we changed our name and what we gain by changing our name. When I was preparing this presentation for today, I was thinking about what should the title of the presentation be, and what I could come up with my imagination as a legal person, the name was Change of Registry Name.

Then I asked ChatGPT if it could help me come up with a title for today, and it came up with this, I think, more catchy title, Being the Future, Not the Past. So this is what I would tell about today. And thank you for the opportunity to do this to today.

In the spring this year, we changed our name. We changed our name from DK Hostmaster to Punktum dk, you can also say .dk. In English, you say .dk. In Danish, Punktum. DK means dot, spelled in Danish.

From the people who know us already, for many of us internationally, we use the name .dk, and you know us by this name already. Next slide, please. Next slide. Before. But we have had our name since 1999, DK Hostmaster, it's about our registry. And since 1999, we have this task to look after domain names ending with the .dk.

And it has entrusted to us by the state, and we have the same name DK Hostmaster for all those years. So why did we change it? Today we have like 1.3 million registered domain names, we have 620,000 registrants, they all knew us by the name DK Hostmaster. Before we changed our name, we asked current and former registrants what name they associate us with.

We asked if they hate the name DK Hostmaster. Then 70% of the registrants said, then they knew it was about us, our company. Then

we ask if they use .dk to related to us as a company? And the percentage was much lower, only 43% related it to us.

But then we ask what name do they like the most? The .dk, Punktum dk? And they like both names, but DK Hostmaster, they related to something old, someone when you started the internet, whereas when we said .dk, they thought it was more modern. So in general, it was almost equal, but more liked .dk, Punktm dk.

Then we have this question, should we name us .dk as you know internationally, everybody knows us by, or should it be the Danish way, Punktum dk, we spell it. And most people that liked .dk were younger registrants, they like .dk more, but we chose Punktum dk to tell that it's not only about the ending of the domain name, it's also about ensuring the infrastructure.

Next slide, please. Why did we change our name? Yeah, why did we think about changing our name in the first place? And as I told you before, we were established in 1999, and when we started at the registry, we only have, you could say one task, and it was to make sure that the DNS was up running and also to secure our NIS2 systems to make it easy for registrant to register a domain name.

But during the years, our task changed. We became more than a technical registry. We were also a demand that came from the surrounding society, from the government. In 2014, we got a new domain law saying that the focus was much more on securing a safe zone, to make it safe and secure. We also got this new obligation then that we actually have to promote the development of the internet in the Danish society.

And we also got an obligation that we need to be ISO certified. And yeah, so during the years, our task changed. We start making more awareness activities, policy activities, we started courses, we reached out to universities, we reached out to government, we also launched new platforms on the internet for users to use.

And we also decided to say that we want to be more for stakeholders, we are not only there for the professionals, but we are also for the more broader public. And so we think that the .dk describes what we are doing, have been doing, what our name is, doing things surrounding .dk. What have we gained? Well, next slide, please. Oh, yeah. Next slide.

When we changed our name in the spring this year, we had a lot of positive reactions. But we also have some negative reaction because DK Hostmaster had been our name for so many years. It was well known, it was a safe name, and people don't think that we lost our identity by changing our name. Some also say, why do we use China resources to change the name?

There are other tasks that are much more important. But we think by changing our name, there's a closer connection between our name and what we actually are doing. We think Punktum dk, .dk, is a stronger name for the future that could bring us into the future.

Yes. And we launched to go with our change of name, we launched a new website. We also launched a new tool on the internet called the [01:21:13 - inaudible] in Danish, you'll call it check on the internet, where you can check a link if it's secure or if it's related to a scam. And this is actually one of the services we have made that's targeting

broader target group. And it's for you could say for the general public next slide.

And also, maybe I should say that before I told you that we were technical provider, and I told, I think we can no longer be a technical provider. I think we faced, if not all registries faced, then many of us face this task that we cannot only be technical, we also need to take a digital responsibility as a demand we get from society.

And as .dk, we also take it upon ourselves. We think that our focus will still be to make a secure internet DNS zone as have been before. And we will also maybe increase, we could say we have these three legs, the secured DNS, our NIS2 systems, and then our policy and awareness activities.

The first we think we'd increase the [01:22:50 - inaudible] about our NIS2 systems, we think we'd be about the same, but we think our activities in relation to policy and awareness will increase quite significantly over the years here, in the coming years.

So what next for us? Well, we keep going, doing what we are doing. In 2022, we made a strategy saying we want to be more for more stakeholders, and we will continue this task. Our major focus is we want to take digital responsibility. We will launch a new service called Unique on the internet where if a that want to register a domain name, you can see if the domain name is available, if it's available as a brand, trademark, is the name available as a company name.

And we're also now writing a book about our history. And we also make something called [01:23:59 - inaudible] on the internet. And

then, we also improve the-- is time running out? Yes. And then I will tell that we also reach out to new stakeholders. We've written out now to small, medium-sized companies.

And in 2025, we will make a new strategy where we will build on what we already are doing. So we think there's a name we have now, it will bring us into the future, is the right name. And I think that ChatGPT was right when it said that changing our name was about being the future and not the past. Thank you.

MARTA DIAS:

Thank you, Laila. I think that I have to congratulate you because it is needed courage to move forward with a strategy of changing a name after more than 20 years in the market. We did a similar strategy [01:25:02 - inaudible], and it's been hard. So thank you so much.

Any questions or comments? So if not, I propose that we go back to the question that was addressed in the beginning by our colleague from Madagascar. Barrack, do you mind to answer our colleague now? Do you still have the question with you?

BARRACK OTIENO:

Yes, thank you. I think if I got my colleague right, he was asking about the trend in ccTLD management, and he was asking about what is the best model basically? I think if I may just answer quickly, I would say that obviously, there is increased government interest.

We are seeing increased cases of internet shutdowns because of political activities. And I think the only internet resource that is closest

to our governments is definitely the ccTLD, and therefore this is where their activities or where they flex their muscles.

But other than this, most of our regulatory bodies are either commonwealth or they align to a group, a certain group that does things maybe in a certain way. And if we are to look at that, then you will notice that the regulatory practices are then borrowed from the groups that most of our countries align to.

And we are seeing cases in which regulators want more administrative oversight of critical internet resources, and I think the starting point is the ccTLDs. And when I say administrative oversight, they're developing regulatory tools that have some form of oversight over the ccTLDs.

And this also determine the kind of vehicles that then drive some of these ccTLDs. I think for the more progressive markets or countries that started the journey a bit earlier, we see public-private partnerships, or we see private-led partnerships, which I think can also be accredited to stability in some of the ccTLDs that are being operated. But government interest is more from a political perspective, if I may speak.

But we don't see much success or growth in cases where government is actually involved. We see more success in places where there's private sector involvement or public-private partnerships, and basically centered around the three R model, registry, registrar, and registrant. I hope that answers the question. Thank you, Marta.

MARTA DIAS: Thank you, Barrack. Well, we have to wrap up the session. I would like to thank the speakers for the excellent presentations, and also to thank the audience for your attention and participation. And I do have a question there. Leonid, please.

LEONID TODOROV: Thank you very much. This is Leoni for the record. I just wanna say that today is Svitlana's birthday, so I guess we should give a big hand to her.

MARTA DIAS: Svitlana, congratulations. Happy birthday.

SVITLANA TKACHENKO: Thank you very much, much. Thank you. Same thing as ICANN, but I'm a bit more ears. Thank you.

MARTA DIAS: So well, it's quite a task to sum up this session. So has takeaways that emerged from this session, I have here a few points. So what I would like to underline here is the importance of a consistent and inclusive cooperation from the ccTLDs across the regions. The importance of cross board platforms, organizations, forums that promote collaborating and sharing of information and knowledge.

So these platforms are crucial tools for all of us to have a way to helping each other to find out, to identify, mitigate global concerns, to raise the awareness, to find a common ground if possible, or common

ground of action. Also, a call for advocacy and leadership of the technical community, hand-in-hand with a desirable, uplifting capacity building resources.

Additionally, the importance of the role of ccTLDs in the internet operation, and also, our role building trusts and contributing to creating a safe and secure space. And if you allow me, a special note to Svitlana that gave us here a hope portrait, an example of resilience and resistance.

So that's all from my end. Thank you for having us. I believe that our presenters will be available for additional questions and comments and suggestions and so on during the break. Please, don't forget to participate in the session survey. And I propose a final round of applause to our presenters, and in special, to Svitlana.

[END OF TRANSCRIPTION]