



78

ANNUAL
GENERAL
MEETING

ICANN



1998–2023

IANA Stewardship
Transition



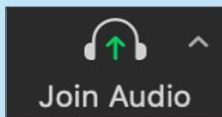
2016–2023



Virtual Participants

1

Connect your **Zoom Audio** to listen to the meeting.



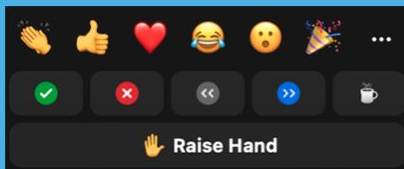
2

Turn on your **Zoom Video** to be seen by other participants.



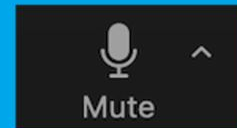
3

Raise your hand in **Zoom Reactions** to join the speaking queue.



4

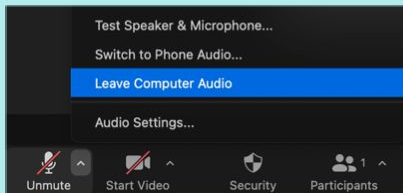
Unmute your **Zoom Audio** when called upon to speak.



On-Site/In-Room Participants

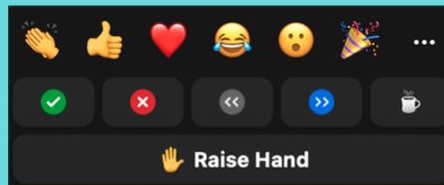
1

Do **not** connect your **Zoom Audio**. To disconnect your audio, click on the **Up Arrow** and select **Leave Computer Audio**.



2

Raise your hand in **Zoom Reactions** to join the speaking queue.



3

Use the physical microphone at your seat or in the aisle when called upon to speak.





Registrant Capacity Session

ICANN | ccNSO

Country Code Names Supporting Organization



Registrant Capacity Building | Wednesday, 25 October (12:45-13:15 UTC)

The ICANN Registrant Program team has developed a number of informational series that aim to help educate registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that may impact them. Members of the ICANN Registrant Program team and ccTLDs in attendance will explore if and how further collaboration can benefit both ccTLDs and the Registrant Program.

Session chair/moderator: Guðrun Poulsen (.fo)

1. Welcome
2. Introduction to the ICANN Registrant Program | Brian Gutterman (ICANN)
3. ccTLD panel & audience interaction
 - a. Margarita Valdes (.cl)
 - b. Kristian Ørmen (.se)
 - c. Grace Ingabire (.rw)
4. Identifying next steps
5. Wrap-up



Time for polling

Registrant Program and ccNSO

ICANN Org Registrant Program

ICANN78

25 October 2023



About the Registrant Program and ICANN Org Registrant Services and Support

ICANN Organization and Registrants

- Throughout all of ICANN's work, we serve the global public interest, domain name registrants, and end users of the Internet by ensuring a secure and stable Domain Name System (DNS), all while promoting trust, choice, and competition in the industry.
- ICANN organization (ICANN org) has always recognized registrants as being essential to a robust DNS and marketplace, but more can be done to improve their experience when interacting with the organization.

Registrant Program Goals

- To educate registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.
- To identify and raise awareness about issues and challenges that registrants face.
 - Publish ICANN data to inform community dialogue.
 - Engage and collaborate with relevant ICANN community groups.
 - Gather feedback about issues and challenges impacting registrants.
- To ensure that registrant perspectives are reflected in ICANN org's ongoing work, services, and reviews.

Registrant Program Community Engagement

- October 2022: [Africa DNS Forum \(Panel\) - Policy and Regulatory Updates](#)
- Feb 2023: [ICANN76 Registrant Program Update](#)
- Feb 2023: [ICANN Training Series \(EMEA\): Registrant Rights and Responsibilities](#)
- May 2023: [Middle East DNS Forum \(Panel\): What should you know about Domain Name disputes?](#)
- June 2023: [APAC DNS Forum Pre-Event Webinar: 'Do you have a website? Registering and managing domain names in the APAC region. Here's what you need to know.'](#)

Educational Materials

- ICANN org registrant homepage:
icann.org/registrants
- Blogs, articles, Frequently Asked Questions (FAQs), infographics, etc.
- Capacity building, presentations and webinars.

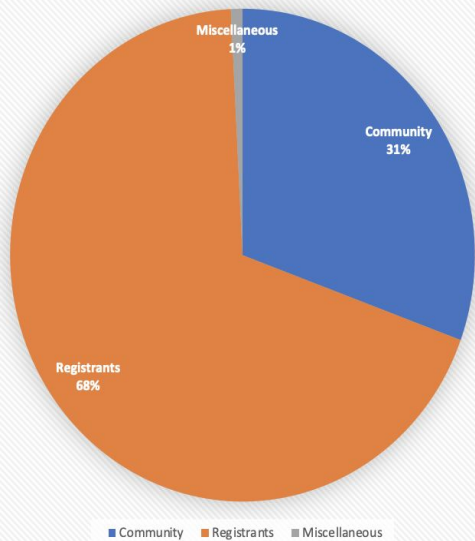
- About domain names, the domain name ecosystem and registering domain names.
- Managing, transferring and renewing domain names.
- Securely managing domain names and domain name security best practices.
- Benefits of UA-ready websites and IDNs.

Registrant Observations from ICANN Global Support and Contractual Compliance

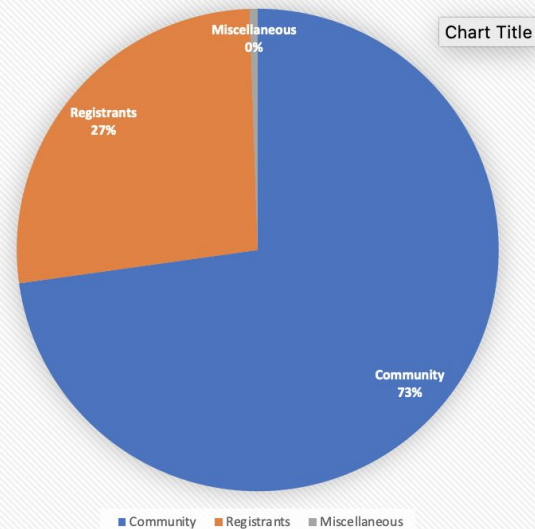
Registrant Contact Profile

- Small and medium-sized business owners, individual Internet users, bloggers, and community site owners.
- Most registrants consider their website to be mission critical and/or revenue impacting.
- Most of the time there is a heightened sense of urgency.
- Inquiries originate from around the world.
- Sometimes unaware of Internet community or ecosystem (e.g., ICANN, registries, registrars, resellers, hosting providers), and who to contact.
- Often have little technical background.
- Lack of domain name management knowledge, resources, and tools.

Global Support handled
745 ccTLD Cases
Jan 1, 2022 thru Dec. 31, 2022



Global Support handled
1676 ccTLD Cases
Jan 1, 2023 thru Sept 31, 2023



* Volume increased YoY by 225% (Thru Sept 2023)

ICANN Contractual Compliance - Complaints Closed That Involved Country-Code Top-Level Names

Year 2022



- Complaints Closed in Total
- Complaints Closed Involving ccTLDs
- Registrant Complaints Closed Involving ccTLDs

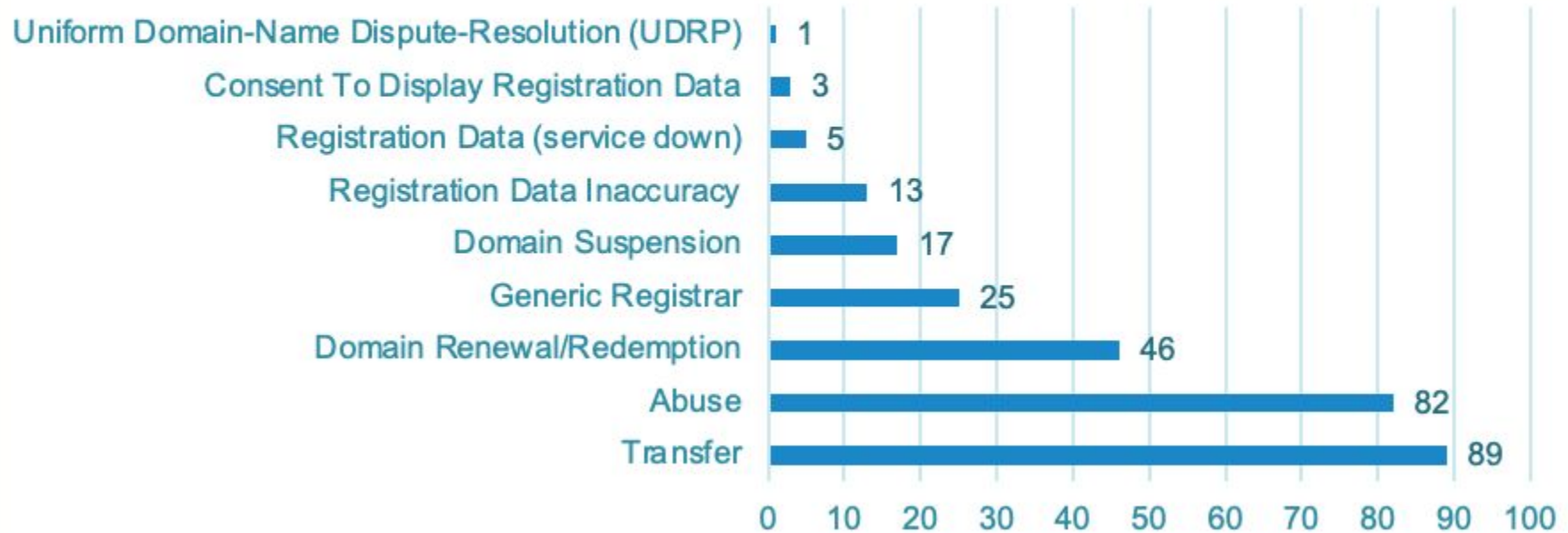
January 2023 - September 2023



- Complaints Closed in Total
- Complaints Closed Involving ccTLDs
- Registrant Complaints Closed Involving ccTLDs

ICANN Contractual Compliance: Registrant Complaints by Complaint Type Jan - Sept 2023

Registrant Complaints Involving ccTLDs - Registrar Obligations (281) Jan - Sept 2023



Next Steps and areas for collaboration w/ ccNSO?

Next Steps - Q&A and Open Discussion

- Continue to create educational content on relevant topics and share periodic data from ICANN org on registrant issues and challenges.
- Continue community engagement and collaboration.
- Encourage Domain Name Holder/Registrant participation in ICANN processes. (ICANN meetings and processes, join an SO/AC, PDPs, policy reviews, etc.)
- What other/new topics should be covered?
- How to collaborate w/ ccNSO moving forward?



Thank You and Questions

For more information: icann.org/registrant



[@icann](https://twitter.com/icann)



facebook.com/icannorg



youtube.com/icannnews



flickr.com/icann



linkedin/company/icann



slideshare/icannpresentations



soundcloud/icann

Registrants Capacity session: ICANN Registrants Program

Margarita Valdés (as reviewer)
Legal & Business Director
NIC Chile - .CL registry
ICANN 78, Hamburg, 2023



Context

- + Registrants Program goals
- + Registrants Program Topics
- + ICANN Global Support Center, inquiries type:
 - Whois (registration data): domain registration and contact info.
 - Domain management: Lifecycle, renewals, transfers.
 - Content cases: web content, spam, frauds, phishing, etc.
 - Rights Protection/trademark clearinghouse: cybersquatting, trademark infringement, domain name hijacking, etc.

Educational materials for registrants

- 1.- Domain Name Registrants: only gTLD end users
- 2.- There isn't any reference at the DNS – ccTLD side
- 3.- The “size” of the current materials does not “fit” for ccTLDs
- 4.- Management of gTLD space are quite different to ccTLD space
- 5.- Relationship with ICANN are diverse/different
- 6.- There is some areas that gTLDs and ccTLDs share

Proposals

- 1.- Landing page that could explain and distinguish the DNS system, having information about ccTLD as part of the domain name space. This could have links to the ccNSO materials. (FAQs, DNS, etc.)
- 2.- Given that ccTLDs are different among them, look for common issues that are useful, like prevent scams, abuse and cybersecurity.

Proposals

3.- UDRP update: there is more than trademarks...

- 83 ccTLDs use UDRP (including variations)

4.- How can I, as a registrant, defend my rights or interests in a dispute? Leveling the asymmetries of information?

- How connect registrants in good faith with free legal aid?

5.- Involve end users, share experiences and educational materials among ccTLDs.

Registrants Capacity session: ICANN Registrants Program

Margarita Valdés (as reviewer)
Legal & Business Director
NIC Chile - .CL registry
ICANN 78, Hamburg, 2023
mvaldes@nic.cl



VI ♥ INTERNET



INTERNET ♥
STIFTELSEN

The Swedish Internet Foundation is an independent, private foundation that works for the positive development of the internet.

INTERNET 
STIFTELSEN

Registrant outreach

Kristian Ørmen

Registrant outreach

For anyone not working in our industry domains can be confusing

- It would be great with more info about that ccTLD's policies are different
- Please redirect to ccTLD registry in your domain search
URL available in IANA database
- Consider switching to <https://registrant.icann.org/>
Show only info that will be helpful to a registrant

Resources

► About ICANN

Board Activities and Meetings

► Accountability

► Governance

► Groups

Business

Civil Society

► Complaints Office

Domain Name System Abuse

► Contractual Compliance

► Registrars

► Registry Operators

▼ Domain Name Registrants

About Domain Names

ICANN Policies

Registration Data Policies

Domain Name Industry

Registering Domain Names

► Managing Domain Names

Transferring Domain Names

Renewing Domain Names

Rights and Responsibilities

Information for Domain Name Registrants

This page is available in: [English](#) | [العربية](#) | [Español](#) | [Français](#) | [Русский](#) | [中文](#)

What is a Registrant?

A [domain name registrant](#) is an individual or entity who registers a [domain name](#). Upon registration of a [domain name](#), a [registrant](#) enters into a contract with a [registrar](#). The contract describes the terms under which the [registrar](#) agrees to register and maintain the requested name. After registration, [registrants](#) manage their [domain name](#) settings through their [registrar](#).

As a domain name registrant, you have certain [rights and responsibilities](#). Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration.

Take Action

- [Click here](#) to use ICANN's Lookup Tool to find your registrar.
- If you have suggestions, or would like to submit an inquiry, please contact ICANN's [Global Support Center](#).
- Contractual Compliance complaints can be submitted [here](#).

Registrant Resources

The ICANN Registrant Program team has developed a number of informational series that aim to help educate registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that impact them.

[ICANN Learn](#)

Sign up for the free ICANN Learn course: [Registrant Basics: Essentials for Domain Name Holders](#)

What You Need to Know

- [Thinking About Registering a Domain Name?](#)

Frequently Asked Questions (FAQs)

- [Domain Name Renewals and Expiration](#)

▼ [Domain Name Registrants](#)

[About Domain Names](#)

[ICANN Policies](#)

[Registration Data Policies](#)

[Domain Name Industry](#)

[Registering Domain Names](#)

► [Managing Domain Names](#)

[Transferring Domain Names](#)

[Renewing Domain Names](#)

[Rights and Responsibilities](#)

[Spam, Phishing, and Website Content](#)

[Trademark Infringement](#)

Information for Domain Name Registrants

This page is available in: [English](#) | [العربية](#) | [Español](#) | [Français](#) | [Русский](#) | [中文](#)

What is a Registrant?

A [domain name registrant](#) is an individual or entity who registers a [domain name](#). Upon registration of a [domain name](#), a [registrant](#) enters into a contract with a [registrar](#). The contract describes the terms under which the [registrar](#) agrees to register and maintain the requested name. After registration, [registrants](#) manage their [domain name](#) settings through their [registrar](#).

As a domain name registrant, you have certain [rights and responsibilities](#). Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration.

Take Action

- [Click here](#) to use ICANN's Lookup Tool to find your registrar.
- If you have suggestions, or would like to submit an inquiry, please contact ICANN's [Global Support Center](#).
- Contractual Compliance complaints can be submitted [here](#).

Registrant Resources

The ICANN Registrant Program team has developed a number of informational series that aim to help educate registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that impact them.

[ICANN Learn](#)

Sign up for the free ICANN Learn course: [Registrant Basics: Essentials for Domain Name Holders](#)

What You Need to Know

- [Thinking About Registering a Domain Name?](#)

Frequently Asked Questions (FAQs)

- [Domain Name Renewals and Expiration](#)

ICANN | LOOKUP

Registration data lookup tool

[Try a different lookup](#)

No registry RDAP server was identified for this domain. Attempting lookup using WHOIS service.

Failed to perform lookup using WHOIS service: TLD_NOT_SUPPORTED.



Youtube



Twitter



Linkedin



Flickr



Facebook



Newletters



Community Wiki



ICANN Blog

ICANN | LOOKUP

Registration data lookup tool

[Try a different lookup](#)

goto10.se is a ccTLD

Please find more information at <https://www.internetstiftelsen.se>



Youtube



Twitter



Linkedin



Flickr



Facebook



Newletters



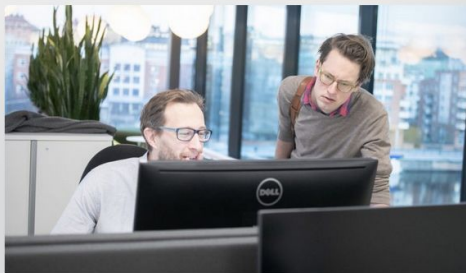
Community Wiki



ICANN Blog

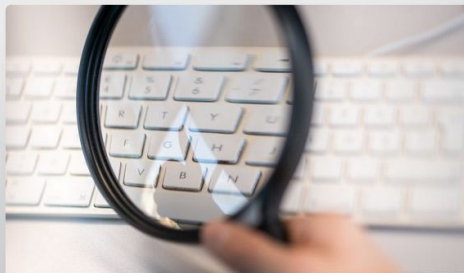
Domains

Learn more about how to see if a domain is free, and how to register a .se or .nu domain.



How to register a domain name

It's easy to register your own domain name! In this guide, we tell you how to do it. Start with checking if the name you want to register is available!



Terms and conditions for .se and .nu domains

Which characters are allowed in a .se or .nu address? And which domain names are not possible to register?



Who takes responsibility for content online?

The Swedish Internet Foundation work actively to spread information and knowledge to the public, as well as to legislators and the judiciary, so that they can develop effective tools to counter illegal content online.

Dispute resolution

If you believe that someone else has registered a .se or a .nu domain to which you are entitled, you can appeal the allocation of the domain name retroactively.



Dispute resolution

The "first come, first serve" principle applies when allocating .se and .nu domain names.



Dispute resolution for .se

As of June 26, 2017, ADR for the toplevel domain .se will be administered by WIPO (World Intellectual Property Organization).



Dispute resolution for .nu

Occasionally, disputes arise about who is entitled to register a domain name. For such disputes, the .nu domain name employs the Uniform Domain-Name Dispute-Resolution Policy – UDRP.

Registrars

For new and existing registrars , The Swedish Internet Foundation has a separate website, [the Registrar Web](#) [↗](#) .



Become a registrar for .se and .nu

The Swedish Internet Foundation works in accordance with a business model called the registry-registrar model, which is an internationally established standard for top-level domains.

11 oktober 2023



Registrars.se

Registrars.se is the industry organization for the registrars of The Swedish Internet Foundation, the only association in the Swedish registrar and web hosting industry.



Tech articles

If you want to deepen your knowledge of DNS-Labs work, you will find lots of technical articles on everything from DNSSEC to xmlint.

VI INTERNET

The Swedish Internet Foundation is an independent, private foundation that works for the positive development of the internet.

INTERNET 
STIFTELSEN



AkadomoRW
Local Presence. Global Reach.



ICANN REGISTRANTS PROGRAM

ICANN REGISTRANT PROGRAM SUGGESTIONS



العربية 简体中文 English Français Русский Español

ICANN | LOOKUP

Registration data lookup tool

[Try a different lookup](#)

No registry RDAP server was identified for this domain. Attempting lookup using WHOIS service.

Failed to perform lookup using WHOIS service: TLD_NOT_SUPPORTED.

Enter a domain name or an Internet number resource (IP Network or ASN) [Frequently Asked Questions \(FAQ\)](#)

toyota.com

By submitting any personal data, I acknowledge and agree that the personal data submitted by me will be processed in accordance with the ICANN [Privacy Policy](#), and agree to abide by the website [Terms of Service](#) and the [registration data lookup tool Terms of Use](#).

Lookup

Domain Information

Name: TOYOTA.COM

Registry Domain ID: 913794_DOMAIN_COM-VRSN

Domain Status:

clientTransferProhibited

serverDeleteProhibited

serverTransferProhibited

serverUpdateProhibited

Nameservers:

PDNS102.ULTRADNS.BIZ

PDNS102.ULTRADNS.COM

PDNS102.ULTRADNS.NET

PDNS102.ULTRADNS.ORG

<https://lookup.icann.org/whois/en/result> - need to update this page or direct the country code domains users to their respective whois lookup page

The Registrant program page is meant for GTLD users not ccTLD.. suggest to create contents for ccTLD

The ICANN website is full of information and not user friendly – Need for a dedicated page for registrants

Registrants are referred to only ICANN accredited registrars ... though there is a section for DN registration for ccTLD but with no links to ccTLD operators

Most registries use 3R model – Any plan for a Registrars program?

RW SPECIAL PROGRAMS FOR REGISTRANTS



Educate registrants about Whois and data accuracy



Awareness to educate company's to protect their online identity





THANK YOU

Time for polling

Registrant Capacity Building | Wednesday, 25 October (12:45-13:15 UTC)

The ICANN Registrant Program team has developed a number of informational series that aim to help educate registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that may impact them. Members of the ICANN Registrant Program team and ccTLDs in attendance will explore if and how further collaboration can benefit both ccTLDs and the Registrant Program.

Session chair/moderator: Guðrun Poulsen (.fo)

1. Welcome
2. Introduction to the ICANN Registrant Program | Brian Gutterman (ICANN)
3. ccTLD panel & audience interaction
 - a. Grace Ingabire (.rw)
 - b. Kristian Ørmen (.se)
 - c. Margarita Valdes (.cl)
4. Identifying next steps
5. Wrap-up



**Any additional suggestions?
Please let us know!**

ccnsosecretariat@icann.org

Thank you!

Tomorrow: Q&A with Board and Council candidates