
ICANN79 | Prep Week – Registrant Program Update
Thursday, February 22, 2024 – 12:30 to 1:30 SJU

BRENDA BREWER:

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And with that, I will hand the floor over to Brian Gutterman.

BRIAN GUTTERMAN:

Thank you so much, Brenda. Welcome, everyone. Good morning, good afternoon, and good evening, wherever you are in the world. Welcome to the Registrant Program Update session. We're almost to the end of the Prep Week. Just a reminder, the Prep Week is for the community. It's to get all of our community members ready. Whether you're a newcomer or this is your 20th ICANN meeting upcoming in Puerto Rico, whether you are going to be there in person or whether you will be participating online, these sessions are for you to help you get ready, to look ahead to the meeting, to give updates, many from ICANN Org on what we're up to in our work to serve the multistakeholder community. So we appreciate your participation today on this webinar, throughout the Prep Week, and throughout the week in Puerto Rico. Thank you for whatever else you are up to in the ICANN world. It's all extremely important.

Before I forget, thank you to our interpreters who have been fantastic all week, to our meeting support team that make all of these sessions happen online. Thank you very much.

So without further ado, today we'd like to hear from the community. We're going to be giving an update on the Registrant Program, but more so about what the Org is doing for domain name holders, both current domain name holders, registrants, or folks that are thinking about becoming domain name holders, registering domain names.

What we're doing as a whole sort of reemphasizing our commitment to domain name holders and registrants, and talking a little bit about how the community and those interested in registrant issues, challenges, trends, can get involved. So that's what we're going to do today. We're also going to hear from a couple of other colleagues across the organization with updates as well, and then we're going to be asking for feedback. So please, if you have questions or ideas for us, we'd love to hear from you today. So next slide, please, Brenda. And next slide.

So, about ICANN Organization and domain name holder, registrants. We are mission-driven, ICANN. We serve the global public interest, registrants, and end users of the Internet by ensuring a secure and stable DNS, all while trying to promote trust, choice, and competition in the industry. We, of course, have always recognized and treated registrants as an essential stakeholder in the DNS, in the marketplace, in the ICANN world as a whole. But we recognize—and this is what this session is about—that more can always be done to improve the experience that registrants have when interacting with ICANN in whatever that is. Then there's a lot of reasons why registrants might be interacting with ICANN that we'll talk more about next. Next slide, please.

So a little bit about the Registrant Program. But as I stated at the beginning, this session is more about all of the work and services that not just ICANN Org, but the community as a whole, has and gives to domain name holders and registrants. And the program itself within ICANN is really to serve as a hub for all of the other great work and

important work that is done across the organization. And as you'll see, as I'll talk about in the next couple of slides, that really spans the entire Org.

So to start, the Global Support Team is a team that maybe you don't hear as much from or about at ICANN meetings. But they are really the frontlines, and the most important team that serves domain name holders and registrants and all end users and anybody who is trying to get a hold of ICANN across the world. Every day, thousands of questions, tickets, calls. And again, you'll hear from my colleague, Lamar, later on about the work that they do, but they are really the frontlines of the support.

Contractual Compliance fields lots of complaints from registrants. Our Stakeholder Engagement Team is around the world interacting with domain name holders and registrants almost every day. They are so busy and they are meeting with all sorts of community members, including registrants. We are actively doing capacity development training and doing our best to talk about the issues and challenges facing registrants and doing our best to help them. So that's what we're doing here today. Again, identifying and raising awareness about the issues and challenges that registrants are facing. We want to serve as that channel, that in between for you, the community, and ICANN, and the other players in the industry, registrars, registries, ccTLDs, all the important other actors, web hosts, whoever it is. We want to serve as a channel to have these important discussions to make things better for registrants. So next slide, please, Brenda.

I know some of you in the community might know some about the ICANN's strategic goals. These are sort of high-level goals agreed upon by the Board and the Org and the community that really guide a lot of our work. We've hold some of these goals that the work across the organization that impact domain name holder.

So consumer confidence is important. The consumers are the end users are the registrants themselves.

Supporting informed and effective stakeholder participation. The active participation of registrants is absolutely crucial. Many of the policies in place right now under review, being worked on in PDPs across the community, actually, they impact registrants the most in many cases. So informed and active participation of domain name holders is absolutely critical.

Fostering competition, choice, and innovation. And also, something we do a lot in our capacity development is recognizing and talking about the important role that domain name holders and registrants play in the security and stability of the DNS, including protecting end users, consumer protection online, and protecting the entire ecosystem from DNS abuse in many cases. So absolutely critical work happening here. We need the community, we need your help to do this work. Next slide, please, Brenda.

These are some examples of some of the work, some of the external events that we've participated in as a program in different ways. So we try and be as global as we can. We've been active last year in the Middle East region, in the Asia Pacific region, at DNS forums that many

of you may have attended or listened to online. We've also started in the last six months or so some important work, collaborating with the ccNSO to help build capacity for their customers, for ccTLD registrants, specifically. So we've been sort of expanding our scope. Whereas we focused primarily early on in the program on gTLD registrants, we want to expand our scope and focus to help ccTLD registrants as well. Next slide, please.

Just recently, last week, we did a training series that I think went really well, and that focused on safeguarding end users and consumer protection. That was a training series in Central Europe, in the Baltics. Some upcoming work we have is an ICANN for Beginners virtual program. We are always trying to improve the content available online on icann.org for registrants, and we want to continue our training, again, with community feedback on safeguarding end users and enhancing consumer protection. Next slide, please.

So next, we have my colleague from the Global Support Team, his name is Lamar. He's going to talk a little bit about the interactions and the work that Global Support does for registrants, domain name holder. So please, Lamar, go ahead.

LAMAR FAULKNER:

Thank you, Brian. Good morning or good afternoon to everyone, wherever you might be located. As stated, my name is Lamar Faulkner, and I am the director of ICANN Global Support. We currently provide support 24 hours a day, five days a week.

As stated and as printed on the slide, I will be reviewing inquiries that were submitted by registrants to the ICANN Global Support Team for the calendar month of January 2023 through December 2023. During this period, we received over 6700 inquiries. The inquiries that we receive, they come by way of a combination of e-mails and phone calls. A very large part of the support we provide really involves guiding the registrants and community to helpful and useful information, explaining ICANN's role. As you can imagine, ICANN's role within the Internet ecosystem, if you will, is often misunderstood. So we do spend quite a bit of time ensuring that registrants and community members understand the role that we do play within that ecosystem.

We also provide explanations when a concern should be sent to ICANN's Compliance Team or ICANN Complaint office in helping those that provide the increase to understand the difference between the two. We also aid and help in identifying when we have requests regarding who the registrar is, and providing insight into those types of requests as well.

Our volume is very unpredictable. When you consider most contact centers and most support centers in other industries, you'd normally have seasonality where you can expect certain peaks and valleys in volume. But within our ecosystem, there's no seasonality. Anything throughout the world could actually impact volume, and volume could swing without any notice from being at normal levels and could possibly spike 2x, 3x, again, just pretty randomly. But we've been very fortunate. We have a really robust system to handle such spikes. It still

provides a good experience for those that do reach out to us on a regular basis.

When we did the analysis, again, for the volume that we did receive for the calendar year, as you can see in our pie diagram, there was really five different top drivers or categories that we often saw the content would fall in. So we had content fraud, rights protection, Trademark Clearinghouse, WHOIS data, domain management, and miscellaneous.

Just to give a few examples, obviously, under content, we would have inquiries that involve either fraud questions or accusation, scam, phishing, website content. Anything that also kind of falls outside of the scope of what we provide is how we would categorize the content. When it came to domain management, it would be renewals, transfers, cancellations, or general domain inquiry. Obviously, when we had rights protection or trademark infringement, it's pretty large with domain ownership acquisition. WHOIS verification, WHOIS inquiry, and then, of course, our kind of miscellaneous bucket, which is kind of a catch-all for obviously everything else outside of these main four drivers.

So that is the Global Support review in a summary, in a nutshell. I thank you for your time. Brian, I don't know if we do questions. If not, if there's any, I'll just turn it back over into your hands.

BRIAN GUTTERMAN:

Thank you so much, Lamar. I don't see any open questions in the Q&A. But please, if you have specific questions for Lamar, we can take them

at the end perhaps, so you can save them. Lamar, thank you very much for that.

We want to share this sort of data that we have to, again, inform the community's discussions about registrant issues and challenges. As you said, you can all see here on the chart, 64% of the inquiries were about domain management. It's this sort of data that drives our capacity development, and this is one of the best practices that we share. The truth is, the questions about domain management and demand management—they say, "Okay, I need to renew my domain name. I'd like to transfer my domain name. My domain name has expired. I can't get a hold of my registrar. I registered my domain name through a reseller and now that reseller is not answering my phone calls." Whatever it is, there's sort of a misnomer to some that ICANN can directly help registrants with their domain name management. This is not the case. It's only the registrars and the resellers, the ccTLD managers, whoever it is that the domain name holders registered their domain name through that can help.

So a lot of the fantastic work that our Global Support Team does is redirecting and helping these folks who are oftentimes—they have a sense of urgency because it's their domain name and it's not working. And this is oftentimes tied to commerce, it could be an online business, it could be an essential way that they're communicating with friends and family. So a lot of our work is to remind registrants to understand how it is they should be getting help and support about managing their domain name from their reseller, from their registrar, from their ccTLD manager, how to contact them, to be active domain

name holders, and to stay on top of these things that might seem obvious, but renew your domain name well ahead of when it's going to expire. This can help you so much and it'll help you avoid problems. So it's this sort of data that then drives our outreach and engagement to try and help the everyday registrant.

So, again, if there's questions or comments, if anybody in the audience has a domain name, we'd like to hear from you. But for now, we're going to move on and hear from my Compliance Team colleague, May. So please, next slide, Brenda. And next slide. May, please go ahead. Thank you very much.

MAY KIM:

Hello. My name is May Kim with Contractual Compliance. In Compliance, we monitor and ensure that ICANN's contracted parties comply with ICANN's agreements and policies. These enforcement actions result from external complaints but also from proactive monitoring and audit-related activities. Like what Brian was saying and Lamar, registrants can contact Global Support for help and Compliance will come in when it has to do with the contracted parties and their compliance with ICANN's agreements and policies.

So through Compliance's case processing system, each person submitting a complaint must identify themselves from a drop-down list. This includes different groups such as law enforcement, or IP lawyers, or registrants either current or former at the time of submission. So we'll be focusing on the complaints that have been submitted by self-identified registrants and their authorized

representatives in 2023. Specifically, the registrants we're referring to are the registrants as the domain name subject to the complaint.

As you can see on this slide, approximately 23% of all complaints we received last year were submitted by these self-identified registrants and their representatives. These registrants primarily reported issues related to domain name transfers. An example of the most common case of this is where a self-identified registrant wants to transfer their domain name from one registrar to another registrar. In order to transfer a domain name, a registrant needs an Auth-Info Code, which is basically a unique password that enables the transfer, and the domain name must be unlocked. A common complaint to us is that the registrar is not providing the Auth-Info Code or they're not removing the lock. There are requirements in ICANN's policy that we enforce that cover both of these items.

A lesser number of complaints submitted by self-identified registrants concern domain renewal issues and abuse. Some examples of renewal complaints are when a domain name is not renewed despite being paid for, or when a registrant misses the renewal date because they're not aware of the expiration date. Again, there are related requirements in the policies that we enforce for these.

Abuse complaints here that are submitted by registrants are largely invalid or misfiled. Most people do not report their own domain names for abuse. In some cases, a registrant may complain that the registrar took the renewal money but did not renew the domain name and considers that abusive. So in this case, the complainant is not aware of how the submitted complaints fit within our policies and what can be

enforced. This example would not fall under the policies that cover abuse report handling. So we would move the complaint from abuse to renewal and address it accordingly.

You can see that approximately 23% of the invalid complaints that we closed last year were submitted by self-identified registrants. These invalid complaints commonly involve country code top-level domains or ccTLDs which are not within our scope because ICANN did not accredit registrars or set policies for ccTLDs. Other invalid complaints include those where the complainant does not include evidence of being the registrant or evidence of having contacted the registrar or the reseller for assistance on their issue. For example, as the complainant is asking ICANN directly to transfer or renew a domain name for them.

In the case of these invalid complaints, Compliance will either explain why their complaint is outside of ICANN scope, provide them with an additional information or assist them as possible. So if a complaint comes in regarding a ccTLD, we will provide the complainant with the details of the ccTLD manager that they can contact. If a complainant asks us to provide an Auth-Info Code to transfer a domain name, we will advise them we don't have access to such codes, but let them know to contact the registrar directly for assistance. And to let us know if they still need help after contacting the registrar, they can still come back to Compliance. If a submitted complaint is fully formed, and we have all the evidence, and it refers to an obligation that can be enforced on a party we have enforcement authority over, then we'll start the process with the registrar. Next slide, please.

The numbers we’re sharing here do not comprise of all cases that we had across all of the policies and agreements last year, just those that correspond to the largest number of registrant submissions. So with that in mind, last year, we initiated 249 new compliance cases under the Transfer Policy, and 104 regarding renewal. Each case generally comprises of several communications with the registrars through an established process that is linked here.

Most cases are resolved in the informal stage. However, some do get to the formal stage that may result in the suspension or termination of the registrar’s accreditation with ICANN.

We resolved 254 transfer cases and 113 renewal cases, most being closed because the registrar demonstrated compliance with the applicable policies. For example, providing the Auth-Info Code or renewing the domain name.

In this next bullet, you can see the full-scope registrar audit that was launched in November 2022, which also included transfer and renewal obligations. It was completed and the results were published on June 22, 2023. A link to the final audit report is provided here.

Finally, Compliance also provides input and data on complaints received and the resolutions of the complaints to policy and working groups, including the Transfer PDP. For more information about Compliance, you can go to our Compliance page. The link is there. Thank you for your time. That’s all for me.

BRIAN GUTTERMAN:

Thank you so much, May. I will pause here. If anybody has questions for either May or Lamar about the data that was just presented, please type it in the chat, use the Q&A, or you can ask to speak. But we're going to publish this deck with this data so it will be available to review, of course, after the session to have a look at this data. That's an important part of our work, to be transparent about sort of the touch points that we have with ICANN.

I did get one question in the Q&A from Michael. Thank you, Michael. I was going to get to a little bit of your question. It's a question about sort of recommendations for individual registrants who aren't involved in ICANN but might want to get involved. I think that's the question. I made some suggestions in my answer. But as I go on to the next slide here, Brenda—so next slide, please—I wanted to try something a little bit different. Michael, I know, actually, and I don't want to put you on the spot, but there's a really important session going on at ICANN79 in Puerto Rico on Wednesday, the 6th of March, which is part of my, I guess, preview for ICANN79. And this is also a way to, again, get to your point about how can we get involved? If I'm an individual registrant and I want to do something about it, I want to join the ICANN community and fight for the rights of registrants, ensure that the registrant views are represented in the policy work. So I've noticed a few sessions or committee meetings here on this slide happening at ICANN79. This is something I haven't done before, the program hasn't done before. But I wanted to try this out as this is a Prep Week session and we are previewing and looking ahead to the main meeting week in two weeks' time.

I'll start with all of the sessions concerning—for one, this is the Not-for-Profit Operational Concerns group, the Non-Commercial Users Constituency, the Non-Commercial Stakeholder Group, the At-Large, the ALAC, and all the ALAC sort of subgroups, the regional ALAC groups. They're all having membership meetings, policy committee sessions during ICANN79, many of which, almost all of them, I think, are open, right? There's a few closed sessions to current members. But a lot of these sessions are really to invite and try and bring in newcomers. And all of these groups that I've listed here are representing end users, representing registrants in many ways. So that's one way to get involved.

Again, to answer your question, Michael, in the chat is get involved in the work of the community that's already happening. Send them an e-mail, join a meeting. There's all sorts of information available, not only on the icann.org website, but on the various wiki sites of these groups. So you can join a lot of their sessions. Tell them who you are, where you come from, why you're there. The current sort of community members are really great, I think, at helping out newcomers, bringing them in, giving them ideas for work that they can do as an individual registrant in ICANN.

A couple other sessions I'm noting here, the Transfer Policy Review. Again, we just heard from our Compliance Team that many of the complaints from registrants are about transfers. The Transfer Policy is being reviewed as we speak. They're open. Again, they're having a working session next Saturday. If you're interested in that, I would recommend listening in on that one.

The ccNSO session, I will be involved in that one. That is a capacity building group work session with a group of interested individuals, ccTLD managers, ccNSO members, who are part of this work. What we are doing there is thinking about what we are calling the customer journey, the customer being the domain name holders, the registrants of these ccTLD. Registrars, registries, they all have different business models, but thinking about what capacity development tools, trainings we can give to those types of registrants.

So, please, that's an open session on the Saturday. You can participate in all these sessions online remotely, the way you're doing here today. Some joint sessions of note, the ALAC and the SSAC, they'll be talking about DNSSEC for end users. That's very relevant for registrants themselves. The Board and the GNSO Council... Again, our Board and the Council are always keeping individual registrants in mind, and all of our work that we do in the policy work and the Board's sort of forward-looking, priority setting. The ICANN Board and NCSG. But again, a lot of the sessions that will happen do you have touch points with individual registrants.

So my answer, again, to Michael, is there's a lot of different ways to get involved. I think my recommendation is to sort of just jump in. Find a topic that you might be interested in, join that session. And then I think you'll learn how to best participate, the more you do it. And luckily, we have a lot of experienced community members who will be, again, be very helpful to you. And again, the session I wanted to note was an ALAC session where there'll be talking about building trust on the Internet through registrant verification. So I would recommend

joining that one. Next slide, please, Brenda, and then we can do some more Q&A.

So yeah, engage and participate at ICANN, whether it's through public comment. Another good idea, there's lots of things always available. An important part of the multistakeholder work is the public comments sort of feature of our policy work, of our various outputs that we're putting out as a community or from the Org side. That's a way to share your opinions and provide comments, attending meetings and webinars, DNS forums, regional meetings. There are local, regional, national IGF meetings that talk about these important issues. So, lots of ways to get involved. And by joining the community groups themselves. We have an ICANN Learn course. ICANN for Beginners is a great resource. So, lots of online ways to learn more. But that's really what we're hoping for.

We would also appreciate feedback at all times. And you can use me as a point of contact always for issues about registrants. That's it for my presentation. So next slide.

I want to pause again for any questions. Michael, please. Michael Palage, if he could be promoted to speaker. I'm happy to take your question, Michael, out loud.

MICHAEL PALAGE: Can you hear me, Brian?

BRIAN GUTTERMAN: I can, Michael. Thank you.

MICHAEL PALAGE:

Excellent. So thank you for this good work. I think it's important. I really do appreciate the recommendations that ICANN makes for people to get involved.

There's one thing that I would like to point out, and I would appreciate your insight here. I fully agree with you. Anyone who shows up at an ICANN meeting in any one of the open sessions has the ability to get to the mic and say something. My concern, however, is most of the work that actually takes place in ICANN does not happen at an ICANN meeting. It's what happens intersessionally. And that, to me, I think is a potential problem. Again, I'd like your view on this. Most of the constituencies, particularly in the GNSO, they all have basically a fee in order to participate. I don't know if that's everyone. Outside of ALAC, I know ALAC pretty much there is no fees to participate in ICANN. But do individual constituency or stakeholder membership fee potentially act as a barrier and is that something maybe ICANN could consider in formulating how they go about engaging people? Because I think you have a very unique opportunity when someone reaches out to ICANN. They've reached out, how do you then keep them engaged so that we have a more vibrant community going forward? Any insight on that would really be appreciated. And thanks for the good work you're doing.

BRIAN GUTTERMAN:

Thank you so much, Michael, and thanks for raising that. I think as you said, each SO and AC has sort of their different processes for

membership and participation. And I think as an Org, we are trying to address in different ways. I mean, I'll name a few again. ICANN for Beginners, ICANN Learn, we're trying to rev up. The Beginners Program, the great NextGen Program, Fellows, again, I know they're not open to everybody. Only a certain amount of Fellows and NextGen participants can come to each ICANN meeting, and there's a process for that, again, led by the community.

In terms of your good point about the real work that's happening intersessionally, again, I think it's on a case by case basis. I think it probably depends on where you are in the world physically, how much time you have to participate. I would hope that financial constraints for joining certain SOs and ACs can be alleviated in different ways or even wave. But again, I'm not fully aware of each process to become a member of X, Y, or Z part of the community. I did mention ALAC and I know there's no fees there. And they're doing all they can to bring in newcomers and fresh faces. I don't think there is for NCSG, NPOC, and such, but you raise a good point. And this is something that I think not only the Org should be thinking about, but the community as a whole, is again, breaking down any barriers to participation. But I think it's important that you raise it and that we continue to raise it if we do think or know that there are barriers to participation, whether it's for registrants or anybody else in the community. So thank you for that comment.

I see another hand raised by—I don't know how to pronounce, but Adebunmi. Please go ahead if you want to take the microphone. We can try and take your question via audio.

ADEBUNMI AKINBO:

Thank you. I've been in ICANN for quite some while, let me put it that way. But fortunately, I'm an ICANN78 Fellow. I love the fact that this presentation is looking like it is new to me. So my question is, if we want more people to be in the community, we want more people to come to ICANN, I think this presentation is a good way of engaging the average person within my digital economy or digital community, to encourage them to know more better about "who they are" as registrant and the tools that could actually play at ICANN. So would it be fair or would it be right to share short presentation as I have enjoyed today? By the way, thanks to all those who have done presentations. Would it be fair to share such presentation with the non-ICANN but digitally inclined community? Thank you.

BRIAN GUTTERMAN:

Thank you. I hope you enjoyed your Fellowship experience during ICANN78 in Hamburg. And thank you for your participation.

To answer your question, yes, please, is my answer to share this presentation. So I think after this meeting is over, this presentation will be available, I believe, on the on the online schedule platform for ICANN79. We would absolutely encourage you and everyone else to share it with individuals or groups, as you said, who might be interested in this topic, in these topics. So yes. Thank you. We need the help of the community to spread the word and to do this sort of outreach to those who might not be involved but we want to get more

involved as a newcomer or in whatever way they want to participate at ICANN. So thank you.

I am noting a couple of comments in the chat. Also, from Margarita and Nigel, two community members I know well, about not having fees to join their respective communities. But again, I don't know across the board the different processes there.

I see another hand. I'm not sure, Michael, if that's an old hand. But I'd like to take the question from Abraham first. Abraham, if you'd like to take the floor.

ABRAHAM SELBY:

Okay. All right. Thank you, everyone. It's something that I was always looking out for learning in terms of this session. I have been building web applications and other stuff. And I'm also sometimes in the community also following this kind of registration from the registrant page created currently out of Ghana. But I experienced some kind of—I wanted to explore and learn as we do some kind of stuff that when you are registering maybe for a domain and you make a mistake, maybe with a name and other stuff, meaning that it has been registered. But I experienced one practical aspect whereby it was a mistake, but still registered for you. So I have to reach out to them, the registrar to cancel so that I can register. But still it good because there are no duplicate domain names. Domain names are very unique, depending on how you spell it. So I want to ask, is there a way that in terms of the domain transfer, sometimes it has to be a number of days before you can transfer, move your domain from one registrar, or maybe like one

entity that you registered with to another entity that you want. And also, is there a policy that can also, let's say, help you say that after user registering a domain, maybe you have some maybe within specific hours or some timeframes or maybe some specific day that you can go back and do some changes within that? Like, I want to learn that aspect, too, if it is part of maybe the future plans or maybe current policies that I don't know. So I'm just hoping to understand the concept that relates to that. Thank you very much and for a very wonderful presentation by all the team presenters who are here. I can't wait to see you all in Puerto Rico. Thank you.

BRIAN GUTTERMAN:

Thank you so much for your comments and question. So I guess to try and answer your question about transfers, something I mentioned earlier, the Transfer Policy that applies to ICANN accredited registrars and registries is under review. And there are terms and conditions as part of that Transfer Policy that registrars and registries must adhere to, that dictates, at least for the gTLD world, the transfers. So there are things like transfer locks, there's notifications, and communications that need to go from you as the registrant to your registrar to the registry.

There's resources about the Transfer Policy available on icann.org that we can share with you. But the policy itself is under review. So that's one of the reasons why, I don't know if you're going to be participating in person in Puerto Rico, that'd be great. But if you're going to be participating online, please have a look at some of the sessions that are going to be talking about the Transfer Policy. I think you can learn

a lot more there and have your voice heard. Of course, if you if you have a ccTLD, those rules might be different. The policies in place or if you have a ccTLD, great. You're a Fellow in San Juan, awesome. That's great to hear. I think you're a perfect candidate to bring the registrant perspective to ICANN through your Fellowship and through your participation at the meeting. And I think you're going to find a lot of folks that are interested in the same topics as you there that you can talk with. So that's great to hear that you're going there. But the Transfer Policy does have, obviously, terms and conditions in place that will dictate sort of how and when, and the timing for transfers. So, that information should be available from the registrar. So, again, thanks for your question.

We have about five more minutes. I don't see any more hands up in the queue or comments in the chat. So if there is nothing else, I am happy to close a few minutes early. And again, I wanted to thank the interpreters, and most of all, for all the participants. Please share the recording of this. We're going to make this recording available on the Schedule page, along with the presentation. Please do share this and be in touch. We encourage your active participation. So with that, I will close the meeting. So thank you very much and good day to all.

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