ICANN82 | CF – ccNSO members meeting: ccTLD News Session
Tuesday, March 11, 2025 – 10:30 to 12:00 PST

CLAUDIA RUIZ

Hello, and welcome to the ccNSO ccTLD News Session. My name is Claudia Ruiz, and I, along with my colleague, Susie Johnson, are the remote participation managers for this session. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior and the ICANN Community Anti-Harassment Policy.

During this session, questions or comments submitted in chat will be read aloud if put in the proper form as noted in the chat. Interpretation for this session will include English, Spanish, and French. If you would like to speak during this session, please raise your hand in Zoom. When called upon, virtual participants will be given permission to unmute in Zoom. Onsite participants will use a physical microphone to speak. Please state your name for the record and language you will speak if speaking a language other than English, and speak at a reasonable pace to allow for accurate interpretation.

Thank you. And with that, I will now hand the floor over to Pablo Rodriguez, session chair. Thank you.

PABLO RODRIGUEZ: Thank you, Claudia. Good morning to our audience, esteemed colleagues accompanying us this morning in the room, and good time of the day to those of you who are participating remotely. The objectives of the ccTLD News session is to support the effective management and operation of ccTLDs, is to promote best practices and to strengthen the global domain name community. The way that this is accomplished is through the three-pronged approach: information sharing, collaboration and networking, and community building. With that said, I would like to introduce my colleague, Crystal Peterson, from the registry .us, who will be sharing with us the proactive domain abuse services in the usTLD.

CRYSTAL PETERSON: Thank you, Pablo. Hello, everyone. As he said, my name is Crystal Peterson, and I'm a Senior Director of Registry Operations and Key Accounts with GoDaddy Registry, which is the administrator for .us TLD. I'm looking forward to sharing with you today about certain proactive measures for domain name abuse that we've been implementing in the namespace over this past year. Next slide.

But before talking about domain name abuse, I have a snapshot of the .us TLD as of this past December 2024. We currently have just over 2.3 million domain names under management, and this constitutes a 12.1% growth over the same time in 2023. Of that 2.3 million, there are just over 12,500 domain names in our locality space. The locality namespace is the first registered names of .us and it's still a very large and thriving part of the .us TLD. With that background, I want to turn our attention over to the important

topic of helping to prevent and mitigate domain name abuse and threats. Next slide.

We believe that internally, it's all our job to do our part to ensure that the registry is not just secure but performing optimally. We want to make our enterprise more efficient. We want to make our enterprise more reliable, and the right solutions can make us more connected to our customers and our registrants. Next slide.

At GDR, we're constantly working to improve the sources and the feeds for our detections, our investigative capabilities, and our overall efficacy. So there is a higher throughput, fewer false positives, and better abuse mitigation and awareness overall. Next slide.

So failing to prevent malicious actors from using domain names for abusive purposes can weaken the reputation and trust of an entire TLD namespace. Our Registry Threat Mitigation Service, or what we call RTMS, for participating TLDs, including .us, includes an advanced mitigation process that leverages notifications to registrars, time limits for actions that we take, where appropriate, and domain name takedowns, including registry level holds. These processes allow for the suspension of domain names involved in information security threats such as phishing and malware and all of our DNS abuse definitions. RTMS also provides a rapid response to domain names that are deemed to be in violation of U.S. policies. Next slide.

While RTMS is continually performing reactive threat mitigation as I've just described, we have been working to develop services and

practices from a proactive perspective to help prevent domain name abuse before it can occur. We continue to proactively take action against domain names used to engage in malicious activities in order to help preserve the safety integrity and reputation of the namespace. Next slide.

We have currently developed practices and policies around two proactive measures. One includes pricing, and the second is in intellectual property and brand protection. Next slide.

With our updated pricing reviews, we focus on merchandising with registrars, with the goal to drive healthy, new, and long-term, recurring renewal registrations. Bad actors can tend to take advantage of very low-cost registrations and register tens of thousands of domain names in bulk for cents, use them for spam for a few days, and then are simply abandoning them or letting them go. The result then has consumer harm, distrust in our namespace, and diminished name resources for businesses. While the industry and ICANN have tried to stem this type of abuse, to date, one of the effective methods that we've seen, it's to do through pricing registration at or above a threshold that may cost too much for these malicious operators.

We've seen several examples of this in this space over the last few years, and have updated our sales strategies and practices to discourage domain names from being offered at extremely low-cost sales. In addition, we've introduced what we call an abuse review into our programs with registrars. If found to be listed on certain public domain abuse websites for having fraud and abusive

activity, registrar's promotion may be placed on pause to ensure that abusive activity does not occur or start in the .us namespace. That pause can even go as far as placing them into a restrictive status with connection to the registry altogether.

In addition to pricing reviews—please go to the next slide—.us is connected to receive verified requests to proactively protect brands. In early 2024, a new product known as GlobalBlock was launched, which we believe is important for .us, and the focus of protecting the security and stability of the Internet. Carefully designed to address the needs of intellectual property owners, regulators, and other industry experts, GlobalBlock allows for verified legal rights owners to obtain protection in .us with other participating TLDs through one transaction. This also includes the ability for IP owners to request protection through variants of their labels, where commonly used mistypes or visually confusing names can also be protected from use by scammers who commonly use these names regularly for phishing attacks.

For .us, we see this as a proactive form of protection so that this can help with reducing the ability for bad actors to impersonate brands, assisting brand owners to reduce the lengthy processes that they go through to identify and take down those bad actors. We also see it as being able to help build renewed trust and safety for the Internet using public, and this is done by curbing the amount of brand names or commonly used mistypes from availability altogether, and this comes at the request of legal rights owners. We see this as being able to help thwart bad actors, and

finally, it helps to protect brands from the many costs of online fraud. Next slide.

So after its launch in 2024, within .us, we've seen just over 8,500 labels protected which were not previously registered or reserved by registry policy. Once received, all of these alerts and reports are blocked or protected from registration, and we are very excited about what we're going to see coming from 2025. Next slide. You can advance by two. Next slide.

I wanted to thank you very much for allowing me to present, and I will hand it back over to you, Pablo.

PABLO RODRIGUEZ: Thank you, Crystal. Are there any questions in the room, or are there any other questions remotely for Crystal? Seeing none, I would like to thank you, Crystal, for the excellent presentation, and I am going to introduce Mr. Sameer Gahlot from the Indian Registry on findings of the APTLD Networking Group on Research in the Next Generation of DNS. Thank you, Sameer. The floor is yours.

SAMEER GAHLOT: Thank you. Thank you, Pablo, for the introduction and for starting the presentation. I would like to thank the organization which has given me the chance to present the finding of this working group, including the ccNSO Program Committee, Asia Pacific Top Level Domain Association, National Internet Exchange of India, and the

Ministry of Electronics and Information Technology. Next slide, please.

Before deep diving into the research, I would like to share certain updates about the APTLD. APTLD, as you all are aware about, is part of the regional registry in the Asia Pacific region, along with other registries like AFTLD Association Center for different regions. The focus of APTLD generally includes analyzing and discussing emerging public issues, sharing best practices for the advancement of TLD registries in the APAC region, ascertaining regional trends and challenges, collaborating and providing, and lastly, exploring new application and use cases for TLDs and the evolving digital landscape.

Recently, the APTLD has designed its strategic vision for the term 2025 to 2027, which envision a future where ccTLDs in the APAC region, they could function while achieving stability, security and growth through collaboration, innovation, and effective representation. Before jumping on the next slide, the recently concluded APTLD, 87 members meeting has shared certain updates. I would suggest everyone to go and visit the website. The upcoming meeting is scheduled to be held in Serbia. Next slide, please.

Let me share the history of how this working group was created and what were the findings, what were the objectives and the problem statement. This working group was created during the APTLD85 meeting which was held in India to pursue a respective research project for the APTLD's community benefit. Further, the objective

why this working group is created is to conduct ongoing research into emerging issues that affect the evolution and enhancement of the DNS, ensuring the continued relevance for ccTLDs, how emerging technologies are evolving and how they could be potentially be used by the ccTLD registries in the region.

Before conducting our research or before moving further, we developed a problem statement through which we did our research. And the problem statement was how we can shape the future of the registries in the APAC region by evaluating how emerging technologies, including blockchain and non-fungible tokens, could impact registry operations. Next slide, please.

Now, these are the impact and challenges which we have analyzed while doing the research with the working group, and we have analyzed these challenges and impacts which would be considered as the USP for this research project. I will first begin with the challenges where we carefully need to evaluate emerging technologies before launching any specific projects, which I will be discussing in detail, through careful testing and validation. One of the most important challenges was how we can manage or how we can balance the innovation while balancing the privacy and other parts. Because usually that's a double-edged sword. Once you pursue the innovation, then the other things could take a back seat.

Now proceeding with the impact, indeed, additional value can be derived for the users and the domain name service providers. But that requires the traditional service providers or you can say that traditional domain names to augment the infrastructure, to

facilitate creation, storing and management of NFTs, as reported by some TLD managers, which I will be discussing in the next slide. Next slide, please.

This is a concept note, and this is an ongoing study which was shared by Dr. Balaji Rajendran, one of the working group members representing C-DAC Bangalore in India. In this specific case study, we analyzed how smart contract can be converted into the domain ownership information to an NFT, then the NFT domain can be resold for a certain period. This way, the domains can be offered as Domain as a Service. And the figure below, or the figure which is visible on the screen, mentions the graphical representation of putting a domain as NFT on the marketplace. Next slide, please.

In this entire process, the owner can mint the domain information as NFT on the blockchain and list it for option on the marketplace, and then a user can view the information and buy the specified domain NFTs, and ownership subsequently changes on the WHOIS record. It is worth mentioning that the resolution process, even after changing the entire infrastructure and the technological changes, remains unchanged and even if the domains are recorded as NFT on the blockchain.

There are two models which we have discussed, and that is something which I have not added in the slide because these are the two models which currently we are doing a research. Based on the graphical representation, there could be two potential models. One, the owner can create NFT and then rent it on the marketplace. In that case, a user can usually buy a classical domain through a

registrar. He then can mint the domain on the blockchain to create an NFT and post that NFT for reselling and renting.

And the second business model, which is actually working and which is adopted by one of the registries in the Asia Pacific region, within a domain registrar, mints the domain and list the NFT for sale. How does this work? The model number two, upon receiving a request to procure a domain, a domain registrar will usually create an NFT domain and sell it to the buyer, and the buyer can later resell or rent the NFT domain which is outlined or which was minted by the domain registrar. Next slide, please.

This is the second case study which I was discussing about, and which is presently active and working in the .uz, the Uzbekistan ccTLD. This model was shared by Mr. Azizbek. This model is further built on the potential business model number two, which I've mentioned in the case study number one. Within this model, one of the registries, the Uzbekistan registry, is actually issuing the NFTs. And this project was started way back in 2023. Initially, they faced certain challenges due to the gray area on the regulation part because many of the jurisdictions were not sure whether to regulate the NFT or not. But after continuous evaluation, they have so far issued 1000 NFT certificates. So I'm not sure if the graphical representation is perfectly visible, but the process is mentioned on the next slide. So next slide, please.

So let me explain how this works. In this case, a request is required to be initiated by the registrar on the behalf of their domain administrator, which goes directly to the network created for this

purpose. And after the due diligence which was conducted by the registry and NFT certificate is generated based on the hash value, and that hash value is linked until eternity, even if that certificate is being transferred. And the entire process, one could think—I mean, this is something which they are also analyzing—it is maintained on a private blockchain network, and this is currently being used for the ccTLD only. Let me show you the sample of the NFT certificate. Next slide, please.

This is one of the samples which the registry is issuing depending on the request which they are receiving from the domain administrator. There are certain benefits to this model. I've already mentioned that the Uzbekistan Registry has issued 1000 registered NFT certificates. How it is beneficial to the registrar? They can monetize the novel opportunity and then see how emerging technologies can be integrated in the DNS base. How it is beneficial for the end users? New technology, domain dispute gets faster, faster domain transfer. Next slide, please.

These are some of the key takeaways from the two case studies which we studied or analyzed as a part of the working group. Emerging technologies. They are evolving every then and now, but they are central to the modern societal function and the global development, and we actually cannot ignore them. And simultaneously, the DNS ecosystem is continuously evolving to address these challenges while balancing the security, privacy and operational efficiency. When both the things can be clubbed together as a tool, it has a positive transformative potential for the technology, society, economy, and industry. And as mentioned

previously, the Uzbekistan Registry is planning to introduce the NFT certificate for the generic top-level domains because they are conducting certain research and the case study number one, DaaS, that is Domain as a Service, they are also seeing how gTLDs can be included in the entire process. Next slide, please.

The way forward. Currently, we have evaluated only two case studies which was being showcased by two jurisdictions in the APAC region. One is India, and the other one was Uzbekistan. And we are in the process of analyzing and studying other case studies which were prevalent in the APAC region in some of the emerging economies. We are also looking collaboration with other regional registries wherein we can do collaborative study and research, as in how emerging technologies, including NFTs and blockchain could be used, and what could be the challenges going forward. Next slide, please.

These are the members who have contributed meaningfully. And the reason why I'm able to present this slide is because these members have actually participated actively. So thank you do each one of them. Next slide, please.

Thank you. Thank you, everyone. This is it from my side. Over to you, Pablo.

PABLO RODRIGUEZ Thank you, Sameer, for the excellent presentation. I would like to ask the audience if they have any questions, comments, remarks for those both present and are virtual? Please.

ROELOF MEIJER

Thank you, Pablo. Roelof Meijer from SIDN for the record. Thank you, Sameer, for this interesting presentation. I sometimes feel that our industry doesn't pay enough attention to developments like this, so it's very good that you do. Could you shed a bit more light on what are the advantages of the case study for users or for the registry in this particular case, and what kind of problem you intend to solve?

SAMEER GAHLOT

Thank you. Thank you for that question. That is one of the interesting questions, as in how it will be useful for the registries as well as for the end users. Let me start in a bottom-up model since we are in ICANN. Let me start how it will be beneficial for the end users. For the end users, it ensures faster domain transfer, as seen in the case of the Uzbekistan and as a proposed in the concept note which proposed this as Domain as a Service, and with a registrar, a leasing industry can be created for the domain sector wherein NFTs can be leased out. So that is something which require further research. And going forward, we will be looking into all these kinds of new things, like the leasing how it can be beneficial for the registrar and for the registries. Registries ensure through this research, the registries stay updated with the technology. And if one technology is being used in these kinds of project, then usually registries figure out how this can be employed for other projects. So there may not be a direct benefit, but there are multiple indirect benefits. One of the challenges which we analyzed during this

research, there is a lot of gray area when it comes to blockchain and NFTs due to inevitability of any solid rules and regulation. So I believe that is something which need more consideration and analysis. I hope I tried to answer your question.

ROELOF MEIJER You did. Thank you.

PABLO RODRIGUEZ I believe, Dmytro, you had a question as well?

DMYTRO KOHMANYUK Yeah, I'll be brief. I saw a previous presentation in another setting about this work. I'm excited. Blockchain is cool. Any other countries that you may speak, maybe without any names that are interested? Well, ccTLDs using this framework. And also, how do you feel this work would fit within the ccNSO existing working groups or sessions, because I think it's a very interesting path of development. Thank you.

SAMEER GAHLOT Thank you. Thank you for that question. This working group was created in September, and we are sitting in March. So we are in a position to analyze only two jurisdictions. And considering the work and the other role which the people in the registries are currently occupied, maybe going forward, we would be evaluating other registries or other jurisdictions which are actually interested in implementing this kind of emerging technologies. I think I would

suggest we should wait for how other countries or jurisdictions are reacting to this. And maybe I would be in a position to answer this question in the next conference, when we will be presenting more findings of this working. Thank you.

PABLO RODRIGUEZ: Thank you, Sameer, and thank you for the questions from the audience. Being mindful of the time, I would like to move to the next presentation by Dmytro Kohmanyuk from the Ukrainian registry .ua, who will be giving us an update.

DMYTRO KOHMANYUK: Thanks. Am I good? Should I speak up a little bit? No? It's okay? I'm here not for the first time in the session, but I'm really glad to be here in person. For the last three years, I was residing abroad. I resided in Lithuania, but it's still a country supporting Ukraine. Should I click myself or should I ask you for the advancing? Next, please. Thanks.

There is a standard kind of tongue-in-cheek slider. We have been under continuous, well, as a country, military attacks from the Russian Federation's alliance country of Belarus, so it's kind of a hard topic. Next slide, please.

I'm focusing on the infrastructure changes. I had a report on that in '22. Next please. I'm going to mention briefly. The primary infrastructure for the registry is now located in one of the—actually, multiple European Union countries. We are still using the extensive Denial of Service mitigation framework from Cloudflare, and we

have upped the number of the Anycast clouds we use to six. There is no end of war inside, although recent political developments kind of give a hint that it can be closer, but I'm not holding my breath. Next slide, please.

I'll be focusing on the policy changes because the technology platform we have is pretty stable. I'm interested in developments. Please, next. Thank you. There are a few things we have done in '22, '23, and '24. There were many expired domains which were not being renewed, and we had estimated that some people were displaced or out of communication, maybe relocated to another country or area and otherwise were unable to do this. So we have stopped deleting any names. We have basically kept them registered and owned, as registrant data was untouched.

We had reviewed this policy in about a year after the anniversary of the full-scale invasion. It was February of '23. We had extensive discussion with our community, and we came to conclusion to not continue this policy going forward from that date. But as of May, we decided to give additional six months. Basically, anyone who was affected from February of '23 was able to renew these domains up to November of '23. Otherwise, it was still the same policy. Basically, starting May, it was back to the usual 30 days in renewal then the whole period. Some people got more time, but basically let's say the closer you are to the invasion date, the more time you had. Then from 2023.11, we took about two months to gradually delete all non-renewed domains. It's actually not that big number.

We had a campaign to encourage people to renew these names. We started this in May. About six months earlier.

We also had a unified Dispute Resolution Policy set up for UA domain. We call it UADRP. We had a contract with WIPO from the pre-COVID years. It's its own timeline. Basically, we had extended operation of that policy. We briefly suspended it, but then we resumed it in the middle of '23 and we completely covered all of the 50 plus suffixes we have. These are regional suffixes like the kyiv.ua or vinnytsia.ua or kamea.ua, and also some general purpose suffixes such as kamea.ua, net.ua, org.ua. There's also .gov and .edu. These do not apply because these are special registries. But all of these publicly available suffixes are now covered by that.

I'm very happy with this. It took us a few years because there were some independent managers. For example, some of the suffixes, as I said, domain old Kyiv is managed by the independent operator in Kyiv. Some of them are coordinated by us, some of them are coordinated in cooperation with the local person, organization, so it's a bit difficult. But we managed to do this, and I'm very happy. There is only one exception. There is City of Dnipro. Again, it's managed around the postpone implementation, but when I say complete, it should be complete start.

We also changed the pricing in the registry level. The restore is when you forget or otherwise do not renew the domain name. Then you are basically still able to recover it, but you pay additional level. I'm doing this in euros. Let's say you do 10 euro on the registry level. It's not euro, but just to make it simpler. Then let's say the rates we

charge you is 15. These are imaginary numbers. Then the rates used to cost 50, so the rates we'll charge you is 60 or maybe 100. That was a big impact economically on people again who may have inadvertently lost access to their domain names. We had made a decision to lower that. First, we did it at 1x, so basically there was no penalty. Later, we decided to still make it 2x, but we never go into 5x. We have renewed multiplied domains in our region and also generic domains run by ICANN accredited contracted registries and also the market prices of ICANN accredited registrars, they come to conclusion that double is probably the golden spot. That's another change.

The last one is the Ukrainian suffixes. What is that? If you look at, say, our website, house-master.ua, or you go to the public suffix list resource, you'll see that these suffixes are listed and some of them are kind of double. You have the kyiv.ua, which is the modern spelling of the capital of Ukraine and then you have the kiev.ua which is the, should I call it obsolete legacy... I'll call it colonial. It's like the Bombay in Mumbai, right? But luckily, I guess, there is no bombay.in domain in India. I don't know. Imagine we have that. Then we try to encourage people to switch, but there's no easy way to do it. If we did, we instituted the policy when the domain name and the new suffix is linked to the same owner, only the same owner can register the domain and the new suffix should they desire so. If they do this, they can also delete the domain in the old suffix that is still unavailable to anybody but them. If say I have a company based in capital and they have been, let's call it Yoga Studio, right? And the yogastudio.kiev.ua was available, and they

took it, and then later, they decided to launch the yogastudio.kyiv.ua. And they did this, there's nobody else who can do that. If they decide to retire the old domain, that's okay too, nobody's going to grab it. If they change their mind, they decided to keep them both, they can still do that as well.

We had changed our policy to require, on the technical level, same identifier of the contact record in the EPP. Basically, each contact has an object, each object has identifier, and it's like linking it to the phone number, except it's not a phone number, it's internal registry identifier. Before they required equality of data, but because in theory, some people can have same first and last name. Imagine the company called the same or similar tries to hijack the name, that kind of thing may happen, so we decided to make this. We have launched all of these suffixes. That means there is no more Russian-inspired names in the domain space being required. We have started the sunset of all suffixes. Basically, we call it Ukrainianization, or should we call decolonization of domain space? That means that all suffixes are unavailable for the new registrations. That does not mean that any old registrations are affected. It would be unfair to the Ukrainian registrars to say, "Hey, you did this name in a good faith, but now the suffix you're in is not so good, we're going to kill it." No, we're never going to do this. I'm afraid we are not going to retire the suffixes unless it'd be completely empty. I don't want to draw analogy but imagine the Yugoslavia suffix. Actually, Yugoslavia suffix was kept for quite a while then they moved to the RS. Next slide, please.

Achievements, maybe that's a bit... Next slide, please. Well, this is repeating what I said before and also there's one more point. We have finally signed all of the public domains. Well, suffix is the end, but the domains in this case. We have switched most of the suffixes to the elliptical curve algorithms where it's possible. Well, it's possible everywhere but some of operators were not so familiar. We encourage those who did this for the first time to skip the RSA to keep the key size lower.

We are using Knot server from CZ.NIC, and I'm very glad for our cooperation with the CZ.NIC team because they allowed us to have a first-star support to find some bugs in the DNS server. Not significant. I would say I'll call them corner cases. This has been resolved in at least three manual releases.

We also changed the Ukrainian Key Signing Key. We already been on elliptical algorithm 13 for quite a while. One of the first ccTLDs in Europe to do so. We did this on the anniversary of the UA registration in 2024 on December.

We also had launched federated RDAP server. I'm amazed. Maybe it's a bad thing to say but I think this war encouraged us to be faster. Because you live every week, it may be your last. We should all do this memento mori. This federation means that our registry runs RDAP server but let's say for the broad domain 04, it's a Harkov domain, there is another RDAP server and we automatically redirect, and that is working flawlessly. If you go to look up ICANN Org and you try to enter any domain in UA, they should give you the answer. They would go to us, we would give answer directly.

The suffixes delegated already mentioned. As of today, because it's March, we have shut down most of the legacy suffixes for the new registrations. That means that only three, which are biggest three cities in Ukraine, Kharkov, Kiev and Odessa remains open. That was done in cooperation with the Ukrainian community and have actually been pushed to do this faster as a public face of the registry. But sometimes you have to do things slow to avoid negative impacts on customers.

I guess that's all the points. I mentioned the marketing before. We did the marketing campaigns for the Kiev and Kharkov to encourage people to use these, and we had temporary lower price. Basically, 50% off on the registry level. Some registrars invent even deeper and they even sell some of new stations at a close to cost. None of them did this at a loss. But that was quite a success and I'm pleased that people are finally getting to know these things, because it's hard to tell how many people are aware of all this particular policies and rules, especially when you talk about DRP or DNNSEC or RDAP. We're trying to be more public and encourage users to know more. Next slide, please.

I think I'm almost done. These are the names we have delegated. You can see the timeline and the last three were done in this year. That's it. Please, one more slide. If there is anything you can say. These are partners we use. Nothing new here. It's just a copy of my old presentation but I'm still grateful to all people mentioned. Next slide, please.

Some other organizations and people. We do operate the military domain DNS infrastructure. Well, we do not operate the primary. We operate the secondary. Next slide, please.

I have some contacts here. There's my e-mail on top. It looks odd on the screen. There is my phone number. That's available for maybe some questions. I'm very happy to report this to all of you. It's been my pleasure to work in this community. Thanks to our hosts.

PABLO RODRIGUEZ: Thank you, Dmytro. It was quite enlightening, your presentation. Now I would like to open the floor to those of you who may have any questions, comments, remarks, both presential and those online.

KENNY HUANG: Kenny Huang, chair of the TWNIC. First of all, thank you for your very comprehensive presentation slide. You raised a lot of very interesting question, especially regarding to how to operate a registry in a very extreme situation. Some of the key points you mentioned about looking for international collocation partner. Do we have any eligibility requirement to find a collocation partner? That's my question. Thank you.

DMYTRO KOHMANYUK: We do. You mean partner of which kind?

KENNY HUANG In terms of eligibility to be a collocation partner.

DMYTRO KOHMANYUK Which state or the country you're in?

KENNY HUANG From Taiwan.

DMYTRO KOHMANYUK Come to me, please. I'm very happy to hear you. Thank you.

PABLO RODRIGUEZ Thank you for the question. With that in mind, I'd like to move to the next presenter, Marta Moreira Dias from the registry .pt on the Strengthening Digital Bonds: A Vision From The Lusophone Community.

MARTA MOREIRA DIAS Thank you. Hello, everyone. Thank you so much for having me here today. I'm Marta and I have two heads today here, .pt and also LusNIC. I will start with a brief overview of LusNIC. In my perspective, an example of a collaborative platform, in this case, among the Lusophone countries. First slide, please.

Who we are? LusNIC was created back in September 2015 in Lisbon. We are about to celebrate our 10th anniversary. We are an organization that brings together the registries coming from the

Portuguese speaking countries. We are seven members right now: Portugal, Brazil, Cape Verde, Guineas, São Tomé, Angola, and Mozambique. We do represent seven countries with different realities in terms of geographic localization, population, digital and technological maturity. Also, in terms of governance model, as you can see in the slide.

What do we have in common? This could be the first question to us here. We are all ccTLD managers and it is our core business. Additionally, we do have a common asset, the Portuguese language. From here, I would say that I can identify first challenge to our organization, which is to serve as a unifying driving force, bringing together the Lusophone registries to come and work in a collaboratively way.

Next slide, please. In terms of core mission, what is our value proposition, I would identify training, collaboration, and capacity building as priorities, of course. But also, we try daily to bridge gaps to be a network or facilitator. Of course, to support each other, hand in hand, addressing our challenges. That's the ones that arise from our day-to-day work. But also, the ones that come from the challenges that come and arise from the immersion technologies and artificial intelligence and key topics related to Internet governance.

Here, I would like to point out that we have been working a lot in order to promote the Portuguese language on the Internet. Just let me share with you that I just returned from Angola. We had the opportunity to participate in the National IGF events. It was the

second IGF event in Angola. An event with over 600 participants, where topics like artificial intelligence, cybersecurity, connectivity, and access were discussed. For instance, if you look at the IGLC heat map that you all know, we can confirm that there is an effective coincidence of the topics and of the priorities raised in that map by the African continent and the ones that are being discussed in the African countries. This is in my perspective, an example how synergies, how alignments are essential to address and identify the real needs and priorities of our community. Next slide, please. Thank you so much.

The image that you see here, it was produced, of course, by ChatGPT. It's an image from a very well-known Portuguese poet from the 16th century, Camões. The Portuguese language is often referred as the language of Camões. That's why we brought here this image. Because the Portuguese language is also the anchor, if I can say that, of our association. What I asked to ChatGPT in this case was to combine these ex-libris of our Portuguese linguistic heritage with the future that we envision at Lusnic. We are really concerned with the positioning of the Portuguese language in the digital ecosystem and we believe that we need to join forces to guarantee the presence of the Portuguese language online.

I can say that the numbers can speak for themselves. We are around 240 million of Portuguese native speakers coming from 10 countries in 4 continents. We do believe that language cannot be seen as a barrier. It is important to come and work together and

prevent somehow that parts of the Lusophone community from being left behind. So lots of work ahead. Next slide, please.

In terms of ongoing activities, I mean, the ongoing opportunities, as I prefer to say, again, training and capacity building are priorities. Not only in terms of technical capacity building, cybersecurity capacity building, which are, of course, key priorities, but also marketing legal administrative best practices in general, all the skills that are important and fundamental for the management of a registry.

To give you a practical example, we recently launched, with the great support of our members from Brazil, an internship exchange programs for the technical teams in order to make them have access to a high-quality cybersecurity training certified by Cert. PR, if I'm not wrong, by Carnegie Mellon University. LusNIC supports, covers the travel and accommodation costs to Sao Paulo to the technical team of our members. This is a way to support and to help and to promote capacity building.

Also, I would like to emphasize here our Lusophone IGF. We already organized two Lusophone IGF in Sao Paulo and in Cape Verde. Those were two amazing events where we gathered a considerable number of members. We had the availability to bring our community to discuss at the national level key topics related with Internet governance. We are organizing the third IGF Lusophone. It is an example of collaboration and working together among these communities. We held a workshop also at the Global IGF in Riyadh. We had the opportunity there to showcase LusNIC and talk about

the importance of collaboration platforms. We are CDA founding members, Coalition for Digital Africa from ICANN. We managed to get two of our members in the pilot that is still running on DNSSEC. We communicate between us using the channels in our day-to-day life use. But from two months ago, we launched a monthly newsletter that includes news from the Luso DNS ecosystem, a reference to digital legislation, finding opportunities, press articles and so on. Next slide, please.

This is an example of our newsletter. It is only in Portuguese. We work in Portuguese. We intend to promote the Portuguese language but this is just an example of the newsletter that I was talking about. Next slide, please.

I talked about opportunities. I have to bring the question of the pain points, the pressure points. We do have these key concerns about the future of the Portuguese language. We do have this problem, which is easy to understand that we do have geographical barriers. We are separated by thousands of miles, and we are geographically located in three different continents. So we cannot say that we are a regional organization like LACTLD. No, it's difficult to name ourselves like that.

Then we do have the technological barriers. We do have different levels of Internet access, different levels of connectivity coverage, also different governance systems. We have to deal daily with the budget constraints, with political instability, ongoing conflicts among several of our members. We see the pressure points as

challenges and we are facing them and working on them. Looking at the future. Next slide, please.

Where to go? We are preparing the third Lusophone Internet Governance Forum that will be hosted by our member .mz from Mozambique. The Lusophone Internet Governance will be in Maputo on the 23rd of September. It will be, again, an opportunity to bring to our local communities' discussions related with the Internet governance.

We want also to have opportunities to showcase LusNIC. That's what I'm doing here today. That's what we did in the previous Global IGF. And of course, the safeguarding of the inclusion of the Portuguese language in the context of emerging technologies, which is one of our major concerns. Foster the Lusophone community cooperation and sharing knowledge. Of course, join forces in the line trends and strategies.

In a nutshell, I would say that we work to have a broader representation of the Lusophone community. We are here to help each other to give awareness, training, exchange of knowledge, and capacity building. Next slide, please.

Just like to share our contacts. We would love to hear from you guys. We look forward to connecting to you. Please feel free to reach out to give us your suggestions, your comments. That are really welcome. Thank you for this opportunity.

PABLO RODRIGUEZ Thank you, Marta, for your presentation. A question occurred to me. What about those of us who speak a sister language? Can we help in any way or support these efforts?

MARTA MOREIRA DIAS Thank you for your question. Of course, the question of the language, the language is like I was saying previously, the anchor of this organization. But we speak Portuguese and we do understand very well Spanish, and you also understand us very well. We are here to connect and to work in the collaborative way. Feel free to come to us and we will find grounds of collaboration and engagement. I'm sure of that. Thank you.

PABLO RODRIGUEZ Thank you so much, Marta. Now I would like to invite to the table Margarita Valdes as well as Bart Boswinkel to share with us the findings on the roadmap, Registrant Capacity Building, a joint ccTLD and ICANN opportunity. Bart and Margarita, please.

BART BOSWINKEL Thank you. I'll slow down. This is, I would say, a report from almost a couple of months back when a small group of ccTLDs and ICANN staff concluded their work on Registrant Capacity Building and looking how they could reinforce each other. Unfortunately, the person at the ICANN side was part of the group that was laid off in June. So we did not find the inopportune to present this in Kigali. That was the original goal. At the same time—and I think Margarita was very excited, almost, about the result of the work, especially

the methodology we used, I see some other members in the audience who participated in this group, so I'll just list them.

That's Biyi, Gudrun did participate as well. Everton, Grace. Margarita, of course, Nicklas Pousette, and Christian was part of this group as well and was supported by the usual staff. So what we'll do is run through this slide deck that we've prepared at the time. It's not so much about probably the conclusions which have been overtaken by time, but it's more about the methodology we use to reach a certain conclusion and to at least understand where there is a need. I think this was the first time, at least I did it, and we use it in a smaller group. There were, I would say, tools from what is called design thinking to understand where you really want to make a difference and to understand needs of customers, etc. Margarita, anything you want to add?

MARGARITA VALDES

Thank you. Margarita from .cl. Well, the work that we have done, I think we had several meetings online and in person. The good things that something interesting is—remember Puerto Rico, and we were with other participants outside of ccNSO, and they are giving us another examples and experiences how our customers flow by the system of registrar, register a domain name, and who attend them, and where is the website, and how are the flow of the services that they need to pass in order to have a domain name really operable. So that's the reason why and how this flow is or not documented in terms of the education or information at the ICANN website level, for example. Because we had a survey, remember,

and how our colleagues in ccNSO have enough information for their communities in order to register a domain name and work with it.

BART BOSWINKEL

So let me get started. Next slide, please. This is a brief introduction. This was effectively, I believe, just before the Hamburg meeting this group started, it was at the request of the SOPC, because they've identified the line item in the planning documents about the registrant capacity building, and one of the questions was, is it available for ccTLDs as well? Next slide, please.

A Hamburg session, introduction of the program, review of the existing material by the small group, and then check the usual usefulness and cooperation on developing material. So there was a small polling, if you recall, those of you who attended Hamburg, whether this group should continue. Next slide, please.

So this is the results of these consultations. So that was in Mentimeter again. I just wanted to refresh your memory a little bit. That's why we're going through it fairly quickly. Next slide, please.

Does your ccTLD share education material with any of these parties? Next slide, please.

Then, would ICANN's material be useful for your ccTLD? Again, you can see divergent views. Again, it set the tone and the mandate for the small group. Next slide, please.

Post Hamburg, the group wanted to develop a roadmap for further cooperation. So this identify the areas and identify areas for improvement of information. Next slide, please.

So now it becomes interesting into the methodology. The group started to build what is called user journeys. And user journeys, I'll touch up in it in in a minute. Then based and following the discussion Margarita alluded to in Puerto Rico, we started to look into the numbers and putting the numbers into context. And that is really looking at the value chain of the DNS. I think it never caught on, but from the Puerto Rico meeting, we had probably an emerging concept, which is the digital service provider. That's going to be critical in, say, if you start looking at, for example, something like registrant assistance and complaints and everything else. But we'll get there in a minute. Next slide, please.

User journeys. For those of you are not familiar, this is a method used in marketing, design thinking, etc., to start to identify needs of potential customers. We think we know, but most of the time we don't, and the customer base is very diverse in some areas. And they go through, I would say, almost a journey with you as potential provider of services. These points of contacts, they called touch points, and the available channels that could be e-mail marketing material, your website, etc., and it is really for customers to get interested in the service product that is delivered.

So why use them? Again, as I said, given that the language has improved the experience of customers effectively, you can use them to check whether the service you provide, in this case,

domain names or something else or customer's assistance does the job that it needs to do. The best example I came across is you can sell a drill, and you can sell it as 10-15,000 rotations per minute. It works on electricity. But at the end of the day, that's not of interest to the customer, they want to know whether it drills a hole in the wall, yes or no, or just a hole in wood. So that's the basic idea of these building user journeys is checking job to do. How does the customer get involved? Okay, next slide, please.

So this is what we've done. You build a persona, and you can see one, an example, we've done this through Zoom Whiteboards, identify pain points at points of contacts. Again, this is around people who need information regarding their domain names or have a complaint, and then you identify opportunities for improvement at each of these interactions to address pain points. And it's just a very methodic way to go through a journey of a customer type. Fernanda, the personas, you can think of anything. Next slide, please.

This is, as you saw, Fernanda. It's a female, probably. I think she came from Latin America, I don't know. It's the contact point one. Fernanda had some questions. Contact point one is just do a Google search in Spanish terms. This is what people do. And if you run it and do it this way, you can check what does Google or another search engine produce, and does it help? No, it doesn't. Then you look for other contact points. This way, you can really evolve and check how does a customer view at your registry or at your services from a customer point of view? Next one, please.

Again, we had another one, Michael, and I think this one was from Christian at the time, but I'm not sure. We did have three or four. We did this. So you get a reasonable idea about what types of information are people looking for, and what type might be interesting. How do they get to the ccTLD? And as you can see, based on the results just doing the tests of these journeys, most of them get to ICANN, not to the ccTLD, especially if they're not in the territory. That was one of the more interesting outcomes, even if it was about an issue with a ccTLD domain name second level. Next slide.

As I said, that was the result, and we wanted to conclude this and expand this in Puerto Rico. But in Puerto Rico, we had an interesting meeting with, I think, a gTLD registrar was in the room and somebody from outside just interested in, "Okay, we're doing something about registrant capacity building," and as a result, we started looking at it from a different angle. What is the role of ccTLDs, registrars, and other parties in what is called the value chain? And one of the more interesting, if you think about it, is also the numbers that are involved. Because one of the advantages we had, because ICANN worked with us, is we did have some numbers on complaints regarding ccTLDs, but also gTLDs that were handled by ICANN complaints office and support. So we'll get into that in a minute. So, at the time, end of 2023, you see the total number of domain names. Roughly two-thirds, I would say, is gTLDs, and one-third is ccTLD. You talk about almost three and a half million second level domain names. Can we go to the next slide, please?

These are the observations from Global Support Registrant Assistance. This is what they do, etc. What is the most interesting part—and this is 2022—is look at the volume. The volume is on the right-hand quadrant and the type of inquiries by customers. At the end of the day, you talk about 7500 inquiries in a total of, I would say, 350 million domain names. So this puts a lot in perspective, and you start to raise the questions. Why would somebody like ICANN and/or ccTLDs get involved in supporting registrants? If you look at the numbers from an ICANN Org, there may be ccTLD perspective, it might be interesting. Because, typically, if you have 7000 calls in a year, that might be an issue. However, in the grand scheme of things, it is not much. So this was 2022, now can we can go to 2023.

Again, you see a slight decrease in the registrant volume, and again, the observations of these, and it's not clear in this, but we knew this, of the 7000, almost, registrant questions, 2000 were related to ccTLDs. So ICANN received around 2000 queries around ccTLDs in the course of 2023. So the one thing is the volume is unpredictable. At the same time, it's very low in comparison with the total number of domain names. Next slide.

Now it becomes interesting. This is where you can see how many they've handled. As I was preempting this slide, so you see a slight increase. 2022 was 745 with ccTLD cases, and in '23, in that period, there were around 700. Next slide.

And now that was the, I would say, the outcome of the Puerto Rico meeting. If you start looking at this, how much should a ccTLD do,

and how much can they influence the total, say, level of complaints, etc. So one of the tools that is available is start looking at the value chain and the role of ICANN and ccTLDs in the DNS value chain. And what does it mean, value chain? You just go from start to end. You start at the end, so the customer, registrant perspective, and then you build the whole chain up to the point of the ccTLD and/or ICANN. So that's what the group has done. And then, in this case, you add numbers as well, and then you can really see, and it's a very helpful tool to understand why maybe it's not a good idea that ccTLDs get too involved in direct customer assistance. Next slide, please.

This is a simplified value chain for domain names from 2023. It starts at the production side, really at the high end, is with ICANN and/or the ccTLD operator. Through ICANN, the way why it was designed this way is at the end of the day, gTLDs and ccTLDs, they are maintained and created through IANA in the DNS. What makes ICANN and ccTLD almost in a similar way, they have the processes and procedures in place around the registration policies and everything and on the registrar accreditation as well. So gTLD operators, they are in the registration. So that's more the production end. They register domain names. They provide the basic services which is not combined with other services. And ccTLD managers, operators effectively do the same thing, they register domain names. And that's the basic, the machinery, the basic production cycle. So gTLD operates 220 million, ccTLDs 138 million. So that's the production scale. Most, if not all, of these domain names are serviced and distributed and sold through the

registrar. So this is the accreditation system in ICANN, and most ccTLDs will act through registrars as well, especially the larger ones. So this is really talking about volume.

And registrars, if you look at the distribution and sales channels, their sales and distribution channels, they will use hosting companies, access companies, resellers, access providers, whatsoever. And they all come together and now we start looking at it from a registrant, user, customer perspective. They all come together in the direct sales and services market that is digital service providers and registered users, etc. And it's all bundled digital service providers. As I said, they do provide mobile access, phone access, whatever type of services they do, sometimes include it with a domain name, sometimes not. But that's the point of contact and point of entry for customers and users of the DNS in terms of services, etc.

Again, if you start looking at it from this perspective, the slide before is the registered user, the direct queries to ICANN, so this is 2023, is 7000, meaning that they have not been serviced or found another way to circumvent the whole chain leading up from digital service providers, resell access, hosting, access, registrar, ccTLDs, leading up to ICANN, and especially also in the case of these queries, 2000 were ccTLD-related.

So with this in mind and this question, the small group—can we go to the next slide please—came effectively to a one conclusion. What are we looking at? We're just looking at a few grains of sand on the beach. So the question is, should we pursue? If there is a role, if any,

what should it be? Should we spend too much time on it? Probably not. But at least this was a nice way of identifying, say, "Okay, why should or should not we be included using this method?"

So the conclusion of the working group at the time—can we go to the next slide, please? There were effectively two. One, to avoid that, because that's what we noticed in building these user journeys, the messaging from ICANN was not optimal, and that could be improved to avoid any issues. Again, this is from up until June, and I don't know whether the support team, and especially this part of the support team, still exists, but we wanted to share this with you.

Then conclusion number two is—can we go to the next slide, please—build a space if people are interested in continuing the dialogue, etc. That was more your interest, for Margarita, and that's why we wanted to present it, also to close off this particular result and to share the working method of this group with you. So I'll stop here and see if there are any questions/comments from the floor.

PABLO RODRIGUEZ: Any questions from the audience or for those online? Remarks? Margarita, please?

MARGARITA VALDES: Well, it's a question for my colleagues. Because when we start to deep dive in the website in ICANN and search for information about ccTLDs for our registrants, we asked them and Compliance team what did they do with the complaints that they received about

ccTLDs? And they said that they tried to follow up this question through our consultants to the ccTLDs. So my question is, to my colleagues, did you or do you receive some kind of communications from ICANN about ccTLDs from these kind of teams?

I think the answer is no. The thing is that there is a lack of opportunity. Or there is an opportunity to answer these questions from ccTLD registrants or future ccTLD registrants to look for information, and they use Google as this user experience that we try to show here, and what kind of answers they receive. I think the challenge is, one part is how we can update the information in ICANN about ccTLDs, because the information for registrants are currently only focused for gTLD users, not ccTLDs. That's one part.

And the second part is how we can improve our information about our ccTLDs in terms of registrants or what are the benefits to be a registrant of a ccTLD in comparison, for example, or besides the gTLD, how we can improve the information for our end users to prefer, or in comparison that do you want your ccTLD, this is good because blah, blah, blah. And also, if you want to register a gTLD, well, what is the nature of the service in the G space, for example. That kind of information is not currently available, for example, in the ICANN website.

So I think that this work for me, for example, was trying to put my brain in a lot of scenarios that our registrants could be facing when they are looking for information about ccTLDs and how to deal with the website or construct a digital identity, and how they can have a

relation, for example, that is something that I do in Chile. If you have a URL in Instagram, for example, how you can relate or connect with a website that perhaps add value to your business or something like that. So I think there is a challenge in that terms. Thank you.

PABLO RODRIGUEZ Any questions, comments, reactions to what Margarita just shared with us?

BART BOSWINKEL Maybe, and that's why I thought it might be, say, from my perspective, was interesting to do this and present this whole notion of value chain. It puts some of our actions as the ccNSO and probably individual ccTLDs in a different perspective. For example, if you start using this in the case of DNS abuse mitigation and whatever you have to keep this value chain in the back of your mind and in all the type of measures you take, and probably most of you will, but in that sense, it was very interesting to go through that notion and exercise. Thanks.

PABLO RODRIGUEZ Thank you, Bart, Margarita, and thank you all for your participation. I think this has been quite illuminative and fruitful session. I invite you all to participate in the Mentimeter. And once again, thank you all, and have a great lunch break. Thank you. This session is adjourned.

[END OF TRANSCRIPTION]