Transcription ICANN London
GDD Updates
Sunday 22 June 2014

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Jonathan Robinson: It's a pleasure to welcome our Akram and the team here. We're going to hear some introductory remarks from each of the members of the team headed by Akram and then we'll go into Q&A. So welcome Akram. Welcome to your team. Thank you.

Akram Atallah: Thank you Jonathan. And thank you all for coming to the discussion. First of all I want to echo Fadi's remarks on the letter that we've got. We know that we're not quite there yet. We know that there is a lot of improvements that we have to make.

And I'm happy to say that there were very few things in the letter that we received that were not on our radar screen and we're not think that we were looking to improve on.

So I think that the letter puts a focus on what we have to do and then gets us to work in a hopefully constructive way with you to show progress. And we'll talk about some of the elements that we're doing to improve that and to keep updating you on our progress on all these issues.

I want to introduce first the team that is sitting here with me to take the questions and answers. But before I do that, I want to bring to your attention

that we have a session tomorrow on GDD hopefully to explain to everybody what is GDD and how we operate and how we do things and do what are the things that are included in GDD.

But in a nutshell GDD is actually the team within ICANN that implements the policies that you provide us through contracts and services. So basically everything that comes to ICANN to be implemented is done through GDD.

And therefore it includes directory services and (extra) services, the IANA functions, the Security, Stability and Resiliency Team as well as our operational team and customer support team that does all of these operations for you. So that's the team in GDD in general. And we will have a session completely on that tomorrow. Please attend so that we can answer questions on this issue.

Now with me here is Cyrus Namazi who is actually - who heads our Relationship and Services Management Team. And Cyrus' role is - includes directory services and (extra) services. And his focus and his team's focus are on engaging with the contracted parties as well as defining the services that we want to implement for you.

So as you work with us on the TMCH, as you work with us on the new gTLD program, as you work with us on even URS and all of these things that we've done, they go through his team, they define things and more forward.

Then next to him I thinks Christine. Christine is actually the head of our Operations and Customer Service. So once a service is defined, she's the one that puts it in place and gets the customer support and including the new gTLD program and all the other services would be handled by this team.

So we're trying to have a scale so that we can move people from the new gTLD program to the services that we deliver and not have - build two teams and then shut down one team and keep going with another team.

So we're trying to move that team that's doing the new gTLD into services program so there is some difficulties with that - the transition but - not difficulties but it complicates our lives a little bit but it's actually better way to deal with things than to have to deal with it after the fact. So that's Christine's role.

And the next to be seen is Chris. And Chris is basically our online product management resources. Him and his team they focus on taking requirements. And for every online outside facing technology that we put up and take those online, spec them and make them into a product that our IT team can deliver on. So they define the product, they make sure that we have plans for it and then we - the delivery happens on the technology from the IT team.

So I hope this gives you a color on what each one of us does. And what we're going to do today is we're going to walk you through some of - a quick update and leave the time for Q&A. Who wants to start first?

Christine Willett: Good morning. It's still morning. It's Christine Willett. Thanks for having us here. Appreciate it. The new gTLD program is what I've been updating on for over 18 months now. And the new program is making steady progress.

We have 440 contracts signed. As of yesterday 320 TLDs delegated. And as Akram said, with the steady pace of progress of the program, the resources from my team and our focus as an organization is shifting to how do we serve this growing base of registry operators.

We recognize that there are improvements to be made in customer service. I heard (Brett) here comment on signing of emails, which is actually something that we are intending to do.

The other focus will be shifting resources and building a scalable operational capacity just as we did for the new gTLD program to get through 2000 evaluations, to get through - put an auction process in place to get through the transition and delegation - pre-delegation testing.

That same operational scalability procedures, tools will be taking that experience - that same type of focus as we look to deliver and transition some of the service deliveries of capabilities that have traditionally been delivered by staff under Cyrus' team.

Historically when we had 22 historic TLDs - gTLDs and we need to do things differently when we're going to have 1300 plus. So we are in that transition. We are developing with - and working with Chris and his team identifying what the tools are, how do we build the technical capabilities to enable that.

But also looking for Cyrus' team to tell us what are the services, what are those capabilities, how do our contracted parties need to and want to be interacted with. How do we improve our portal, all of that?

So my team is in the middle between hearing what the community and what our contracted parties through Cyrus' team are looking for in terms of services and making sure that we have the tools and the capabilities to deliver. Thank you.

Akram Atallah: So let's open it up for Q&A. We're here to actually answer any questions but also we would like to hear your opinions on - or even priorities of what you would like to see, what are the burning issues and the more - so that we can focus on the right things in the shorter term as we are going down this journey. So please we'll open it up for questions. Thanks.

Jonathan Robinson: Any comments, questions, thoughts for GDD?

Man: (Yoav is first).

Jonathan Robinson: I've got Yoav in the queue. Okay. Ching.

Ching Chiao: Thank you Jonathan. Thank you Akram and everyone in the GDD Team. I'd like to start with trying to understand how the GDD Team is now - I mean plowing through the whole - I mean the global footprint with the different - I mean regional hub.

First question would be how do you envision the contracted operator including the registries and the registrars and the (inbounding) new gTLD applicant? How do they gradually - should engage? I mean do they - do you wish them to come to you directly or they - for example, my region AsiaPac, do they talk to the AsiaPac team directly?

Seems that there's very good, you know, progress in terms of outreaching from the AsiaPac to the applicants. And also the contracted - I mean parties in terms of updating what's happening and on the operations side.

So in terms of this contact point, what would be exactly the right contact point for the regional - the operators and also the new gTLD applications to go with? That's my first question. Should I stop here? So I have a second one.

Cyrus Namazi: Thank you Ching. Cyrus Namazi speaking here. Thank you for your question. One of the things - this the last time that I actually reported to you back in Singapore that we've been doing is begin to expand our staff in our hub offices in Singapore and Istanbul.

And I'm happy to report that now within my own team, which is responsible for relationships and services as Akram pointed out, in Singapore we have two dedicated staff. They come with deep knowledge and background in their respective industries on the registrar side and the registry side.

You may have met them, (Antoine Lee) and (Howard Lee). (Howard) is actually in the process of relocating from Beijing to Singapore to serve our Asia-Pacific stakeholders.

We've added two additional staff in Istanbul under (Christine)'s site to help us serve the European EMEA region. We have one additional staff that will be coming onboard in the month of July to help us with the register our side of the stakeholders.

And in answering your question in terms of how do you actually - what's the best way for you to update support from us, contacting the regional hub offices is one option. Our customer support center is always a very good option for you to pursue.

And we actually are in the process of providing a tiered approach to support, which we'll discuss on Monday in the GDD session. We'll discuss that with you so that you will have a better view of how the process of support is going to flow from the Level 1, which is the regional all the way up to what we call the subject matter experts who are typically in headquarters.

Ching Chiao: Well that's very good to now. Thank you for the explanation Cyrus. Actually in the previous session actually (Brett) mentioned about we would really like to - really to talk to a (real) person for the interaction and also the services. So that's very good to know.

So my second questions would be the language support. I'm talking about the translations of documents. I know that ICANN has been issued a translation or the language policy (thinks) 2012 sometimes. And how did this GDD team in terms of supporting the translations?

For example, we've seen the translated (ATP) for the first version of it early 2012 version. But the updated one on the June version I probably have missed that. But haven't seen that translated.

Some translation works actually really need to be done. Otherwise it would be the applicants - they have to bear the cost to, you know, really get that part done.

And also for example, I mean recently the auction rules that's been published, do you envision, you know, policies and actually - I mean (highlights) can be, you know, be translated into what is being defined (as to you) and how many languages do you have planned for that? Thank you.

Cyrus Namazi: So thank you for the translation question. This is a big issue for all of ICANN. I think that the cost of translation is huge when you think about it in the sense of at what point do you stop translating.

So like every international organization, we have to have what's called the working language. And the working language for ICANN is English. Therefore you're not going to see for example our contracts translated. They'll always be in English because you cannot have multiple translations of the same contract. And you'll get into a lot of trouble that way.

So the working language will always be English. Now there are things that we could do translations on and you're right, the guidebook we should actually make sure that we have that in multiple languages. Our explanations documents should be able to translate those.

And I think that if we can - if the GNSO or the - actually or the (next strategy) could actually provide us with a priority list because it's also not - when you look at the statistics of what is read that is translated, it's really low. So the cost - we need to manage the cost of that and not do all these translations that nobody really wants to look at.

So if you could give us some feedback on the important things to translate, then I think we can actually do a much better job and focus that. So - and Chris, you want to say something on that?

Chris Gift: Yes. Chris Gift. There is actually a cross-functional team within ICANN staff that has just started to look the broader problem of how do we translate more content across the board from all the groups. So any of this prioritization would be very welcome and very timely.

Cyrus Namazi: And if you know of something that should have been translated and somehow it didn't, give us a heads up. Let us know. Be happy to take care of it.

Volker Greimann: Next question is from myself. I think it's a good effort that Akram's expanding internationally and opening up these regional hubs even though they now have two hubs in the - in continental Asia and none in Europe. I don't know what's meant by that, so.

The question though is how will you expand staffing in those hubs with people that are actually able to support our questions directly without having to go back to Los Angeles to confirm their answers, to have someone in those hubs who's able to take definite decision on issues that we have on - that we have when we need support because otherwise having those hubs serves no real purpose if our final determination always comes from the U.S.

Akram Atallah: So tomorrow we'll be showing basically a - the aspiration plan for how we're going to do customer support as well escalation. And I think that's really what the crux of the matter is. Is not only, you know, who to talk to but also who makes the decision.

And of course we want scalability. Therefore we want to use the portal for all the services. We want you to be able to get a lot of your information online so that there is only the escalation part or the part - the exception have to go through the escalation part, not everything go through the escalation part.

So having said that, we have a lot of work on the portals and to get them to be efficient and give you information the way you want to see it and the way you need it.

So that's - Chris' job is focused on that. I think working groups that are being put together to work through the portals and how the information is presented to you.

On the escalation path we are building what's called a traditional multi-tier support organization. And this multi-tier is basically - the Level 1 is people that actually going to work on your request. So when you have a ticket for a service, your Level 1 is your operation team.

That Level 1 processes the request and most of these requests or we're hoping for 80% to 90% of these requests to be processed within that team and therefore now you get quick response and everything goes well.

When these requests do not fall within the Level 1, they get escalated to the Level 2. The Level 2 is what we're building in the hub. So you'll have people in each one of the hubs that can actually manage the Level 2 requests, the exceptions that were not (completely) done by Level 1 management.

This Level 2 are more expert in their specific field so we're hoping that also 80 to 90% of what didn't go through the Level 1 will be able to get processed at that Level. And these are the issues that are particular to services.

Now when they cannot service that, they will have to go to the Center of Excellence and I don't want to say it's in headquarters because the Center of Excellence does not have to be in LA.

They will go to the Center of Excellence or Level 3 support, which will be whatever the core function or the core team that decide on the service itself.

So that core team could be in Singapore, it could be in Istanbul or it could be in LA.

But their focus is that they (refine) the service and they'll be the ones to, you know, solve the problem for you. So it's an escalation process. It's not always going to be in your time zone. But it will - we hope that the majority of the issues get solved in your time zone. You'll be able to talk to somebody there.

On the - at the third level when they cannot resolve an issue, we hope that this issue will be a differentiation between implementation and policy. So if they can't resolve it, it's because it's no longer an implementation issue. It's a policy issue.

So that team will actually elevate things to the community. Either in a working group or in a PDP or in a, you know, whatever the mechanism is to actually address the issue that is not being able - that's not solvable within the service organization. Okay.

Cyrus Namazi: I just wanted to also amplify one of the things that Akram said and also correct one of the things that you said. Our office is actually in Istanbul is on European side of Istanbul, so technically speaking it is in Europe.

And then just to again amplify what Akram was saying, the objective of our expansion outside of the United States is not just to have order takers and people who take your question and then pass it on to I don't know, people in Los Angeles or whatever.

It's really to push the knowledge base out to expand the presence, to expand the knowledge base. And the people that we're hiring are actually - one of the prerequisites is for them to have a deep knowledge of whatever segment and section of the support they're going to be responsible for so that they can be responsive much more so in real time than otherwise. Thanks.

Volker Greimann: Thanks you Akram and Cyrus. This is very helpful. Do you have a timeline on when the support levels will be available? Estimated?

Cyrus Namazi: Well a lot of the staffing is actually in place. In terms of putting these tiers in place and assistants that are necessary to support then we actually will be discussing that tomorrow. It's not obviously going to happen overnight. I don't know Akram if you have any additional details that you wanted to highlight. But it's really high on our priority list to do.

Akram Atallah: So if you think about the Tier 1, the Tier 1 is already in place. There is the team that's currently processing your services. The - and the Tier 1 level what we're doing is, as Christine mentioned earlier, on the registry side the majority of these things used to be done in the services being more Cyrus' team - that's not scalable.

So with transitioning those to Christine's team, which has, you know, a lot more process people that are doing the work there. So that's - the transition is going on service by service. The portals are not quite there yet. So we're working - we'll be working with you as a community to define how you would like to see things, what changes you'd like to see and from your letter I think there is a list of things that you'd like to see improvements on.

But all of our services should be on the portal. Then also we're working on getting a customer service layer that allows to also communicate with you better and then the sign the emails (unintelligible) so that you know who you're talking to and somebody's implicating or going after your ticket if that's not being handled on time and the escalation of that ticket as well so you can have an update with somebody to talk to.

Both of these things are ongoing. The Tier 2, as Cyrus said, we have people in place. I think that it's - the tools that are going to bring them to you that are still in the works right now. And they're bringing them up to speed on the - help to implement things and help to do things.

So there is a lot of work that's going in parallel. I think that if you were to ask me when, I would say that the entire - all the layers would be operating and visible and all of that I would say within the next 12 months. You'd see all of that, you know, in place. Maybe not for every service but at least all of it would be in place. Thanks.

Volker Greimann: Very good. Thank you. I have a queue forming with lead - led by Yoav. So please go ahead.

Yoav Keren: Yes. I have a question - probably a follow up question to that one. What happened to AROS?

Chris Gift: So AROS was developed and completed - well, completed to a certain extent as of a few months ago. The issue that we are struggling with or have struggled with is originally it was developed as a standalone system just for service between the registries and registrars.

And then in mid development - midstream we realized as we started to shift the registry work towards Salesforce that it needed to be integrated with all the other registry and registrar capabilities that we were going to deploy in Salesforce.

So we had to - we put AROS on hold while we finished or completed the work in terms of onboarding, help getting registries and registrars onboarded into Salesforce.

And once we finish that - well, we've completed the work - complete the work with the registries and are not working on the registrar portion. Once we have completed that portion of the work within Salesforce, we can then integrate the final component of AROS and then go live with that.

Yoav Keren: I'm sorry. When you're saying you're onboarding the registrars on Salesforce, you mean on your Salesforce account?

Chris Gift: That's correct. And our - we needed to finish up some work that (unintelligible) to onboard registrars on the...

Akram Atallah: Let me maybe explain it, you know. So when you have (unintelligible) on our Salesforce platform, the portals are tied to the CRM or SRM. They're called this the (unintelligible) management tool. That SRM is based on Salesforce. So the portals connect to that. All of your information is there. That's how we can actually track all of your services and all of the issues.

                Today for example, you know that compliance for example works on a different platform. We - our vision is that as a registry you should be able to see all of the compliance issues on the portal itself. You should be able to see all of your tickets on one place. All of your (TMVs) that you have in once place.

                So we're trying to get an integrated platform based all on Salesforce for you to see. AROS actually is a little bit more tricky because unlike other services that's specific to registries therefore services (unintelligible) to registrars, AROS is - it requires both.

                So although the platform is developed, we need to get also registrars on Salesforce so that actually AROS can sit behind the portals and connect the two together. So that's what Chris is talking about.

Yoav Keren: Okay. So I'm not sure - I really want to stress this issue because I don't understand why this is taking so long. This should have been ready for the first day of the first TOB that was implemented.

And I want to go back to an issue that we raised long ago that ICANN was created one of their - one of the - many years ago one of the reasons was to promote competition in the domain (and market).

And I'll explain why this system is important for that. And there's an issue that no one talks about, which is onboarding registries today when almost every registry has its own policies, its own documents, its own platforms for signing them. You need to fill all the details again and again, sometimes not even online; its own other technical processes and so on and so on.

This is a huge hassle for everyone. I just had a discussion with my friend from one of the biggest registrars with (James). And he said that it's a big hassle for them. So just imagine how hard it is for the small registrars.

And what it does in my view from our company's experience it, you know, we just can't do it; all of them in the same place that we will want - we will want that. So that gives at least as it looks an advantage to the bigger registrars.

AROS was meant as we've discussed it to help in making this an easy task. And, you know, the thing is we're moving forward. There's already (unintelligible) 330 delegated TOBs, you know. This is happening now.

Akram Atallah: Thank you. Thank you for that. So I appreciate it. I think that it's important to also understand that this is a service that's provided by ICANN because you requested it.

The issue here is that we cannot guarantee you that every TLD wants to use that service and that's part of our challenge that we were not - when we tried to engage with all parties to define the service and get it up and running to where they liked it, we were not getting a lot of interest. And that slowed us down quite a bit.

So we will take that remark seriously. We will actually prioritize accordingly and we will make sure that we can get you an update soon, so.

Chris Gift: This is - so this is Chris Gift. So we should see piloting on the registry side within the next 45 days and then hopefully the registrars soon thereafter. But again, to Akram's point, I think both parties need to participate and drive this.

I know there's a great deal of interest on the registrar side. I just think there's a little less interest - there's some registries that are very interested and then others are that less so.

Akram Atallah: Just a short comment on that. I think at the end - the registries cannot sell without their registrars. So and then my belief is that, you know, they will understand this the going to be the standard. It will be in their best interest to join, so. Of course we will talk to them about it.

Volker Greimann: Okay. Thanks Yoav. Next in the queue I have (James).

(James): Thanks Volker. Hi Akram, Cyrus, Christine and Chris. I wanted to talk a little bit about some brief incident - not to pile on, not to, you know, poke you with sticks but just to get your feedback on what's happened specifically with RADAR and with the changing of the ICANN Web site, specifically some of the pages that we're contractually obligated to link and had built into some of our help and support resources that went dark.

You know, is there a way - kind of trying to be as collaborative and constructive as possible. Is there a way that we can work more closely with your staff so that when you make changes to the ICANN Web site, the (front of), you know, your (front of) site or making changes to a critical system like RADAR; that we are more involved in those conversations?

I mean clearly there were some meetings going on in Los Angeles where these decisions to pull the plug on RADAR or to roll out an (annual) update to

the ICANN Web site. You know, how do we get a seat at that table? How do we get, you know, the consumers of these services involved in those discussions?

Chris Gift: This is Chris Gift. I can certainly start by talking about the Web site. So by all means, you know, from the very beginning we were very, very open about how we were creating the Web site. You know, we had the Digital Advisory Group, (Michele) was on that group.

So I think perhaps we could, you know, do a better job of (contuning) the voicing that that group and that mechanism is available to everybody to come participate and define the requirements of the Web site.

(James): But it's that but it's also, you know, testing it with you. You know, being a part of your test plan before it's rolled out into a production environment.

Akram Atallah: So that's a very good issue here. And I think that we've talked about, you know, rolling things out in a (unintelligible) data and engage the community in kicking the tire. And, you know, we've had resistance to do that before and I think we need to get into that mode of doing things because regardless of the risk, I think it's - the risks of not doing it outweigh the risks of doing it. And I think that we need to figure out a way to do that. So we will take that on.

Chris Gift: Well the only thing I wanted to add -- this is Chris Gift again -- was that we did development it in public. I mean it was available and visible since November in Buenos Aires and then we constantly added new features to it and tried to get feedback from it.

To be frank, one disappointment that I had -- I'll be perfectly frank -- was that, you know, we were getting roughly 800 hits a day on the new ICANN, which was really in my opinion sufficient to get really feedback and requirements from people on whether the future set we were developing was correct or not.

And so what we ended up doing towards the end is we did this gradual shift over a period of about a month where we redirected traffic - more and more traffic to the new Web site. And then the issue around the links appeared when we actually switched the URL and then we had an issue for about 24 hours. There's a 24 to 36 hours around some of the links.

You also have to appreciate that we have four generations of redirects going on. So we're redirecting the redirects to redirects to redirects so that we can stay true to our promise to always have those links present.

And we have roughly 61,000 pages on the Web site. And so it's a considerable site. But despite all of that, I agree to - I agree we can always do better on the testing and all that.

I also do commit, and I think we're going to talk more about this tomorrow, is on additional development for instance on the Salesforce is we very much want to include, which we haven't done in the past, is very much include the contracted parties in the development of that application and that user interface.

(James):   I'm going to let go of this. I promise. But I just want to make two quick points. Just for fun if you go to ICANN or sorry, archive.icann.org it says that's a dead page - that's fine. It says click here to go to the ICANN meeting Web site, which also brings you to a dead page. So that's just - and I reported this I think two weeks ago.

And then the second thing is can we get some kind of an update on ETA on restoring RADAR access?

Mike Zupke: This is Mike Zupke, the Director of Registrar Services. So just kind of a background. We identified an incident involving RADAR and it was taken offline roughly 2-1/2 weeks ago I think.

And we've been doing some testing on it just to make sure that not only have we identified the vulnerability that was known but that there might - whether there are others that we could discover and wanted to identify those and put patches in place if necessary. So we have usability testing planned for staff to do in the next couple days. So hopefully within about a week it should be back online.

(James): Can we help you with that effort?

Mike Zupke: Yes. I mean I don't see why not.

Volker Greimann: Okay. Seeing that the queue has still not formed further, there's just one topic that's left to discuss, which is the timeline on the implementation of current GNSO policies that are still outstanding for implementation.

Now speaking as registrar, it is always helpful to have a timeline for us way in advance to allow us to implement in a timely fashion everything that comes down the channel.

And with IRTP Part D Recommendation A to IRTP Part C, locking of domain name subject to UDRP and the thick Whois Working Group results still with no ETA on the implementation. Would be helpful to just get a brief indication of where that stands and how the planning of implementation is foreseen by ICANN.

Akram Atallah: Thank you Volker. I'm going to let Caitlin actually to provide you an update on IRTP timelines.

Caitlin Tubergen: Hi. This is Caitlin Tubergen. For IRTP Recommendation 9, which is the new provision for locking for domain names, that will be announced shortly and with an implementation deadline of January 31 of 2015.

Additionally for IRTP Recommendation 8 and IRTP Working Group C Recommendation, which is the referral of domain statuses by EPP codes and the requirement that registries use IANA IDs, that will be incorporated into the additional Whois information policy, which will be announced with IRTP Recommendation 9. And that will also have an implementation deadline of January 31, 2015.

For IRTP Working Group C Recommendations 1 and 2, which is the change of registrant and the time limiting of FOAs, the Implementation Review Team will be meeting in London on Wednesday to discuss Recommendation 1.

For the UDRP locking the modified UDRP rules went out for public comment on May 19 and the reply period closes on the 18th of July. And for thick Whois the Implementation Review Team was formed in March and the draft implementation plan has been sent to the Implementation Review Team and that is going to be discussed and hopefully feedback will be provided tomorrow in London.

Volker Greimann: Thank you for those timelines. I just would like to (unintelligible) that there are registrars out there that are not as involved in ICANN policy and maybe are not seeing this coming.

And an announcement as early as possible would be appreciated because if you're looking at an implementation deadline, which is now --is that correct - correct me if I'm wrong -- seven months in the future and the implementation of registrars of new gTLDs being in the pipeline, everything that's currently going on. As much time in advance to be able to implement for a lot of registrars would be helpful.

Man: Okay. Seeing that there's no further questions, I would like to thank all of you for being able and willing to sit in front of us and answer our questions. And I hope to see you again soon at the bar and tomorrow of course.

Akram Atallah: Thank you very much and thank you for listening and providing your questions and concerns. And please, we don't have to wait for a meeting to hear from you. Cyrus' team is all about relationship management. And so please if you have any issues outside of the meeting, do not wait for the meeting to let us know and we will get on them as soon as possible. Okay. Thank you very much.

Cyrus Namazi: I just wanted to also echo and amplify what Akram was saying and what Fadi was saying earlier for those of you who were here in the session that we really do work for you. There is no invisible beast someplace in the woods to whom we report and whose wishes we carry.

And, you know, obviously there are differing opinions and wishes involved in the whole process. But at the end of the day we're accountable to you. And my team and I and I'm sure I speak for all of us really are here to provide the best service that we can to you.

And again, like Akram said let's not wait until, you know, the next ICANN session for us to communicate and have your issues heard by us because your feedback is extremely important for us in fine tuning our plans and our implementations so that it better serves you. So thank you again.

Volker Greimann: Thank you. Looking at the time, I think we are still carrying forward the 15-minute delay that we have from the beginning of the session. I would like to launch into the next session, which is the review of the Whois conflicts with local (law) procedures and the review of thereof. Is Karen Lentz here? Ah, there you are.

I would suggest that you - that we start by Karen giving us a brief update on where this project stands and then opening up for Q&A. And notice that we have already used up all the time that we have. But I expect us to be pushing into the scheduled topic and having enough time for that as well. So Karen, please go ahead.

Karen Lentz: All right. Thank you Volker and thank you everyone for having me. I'm going to run through quickly a topic relating to Whois obligations specifically in the ICANN contract and...

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