
BUENOS AIRES – Onboarding & Contracting
Wednesday, November 20, 2013 – 10:30 to 12:00
ICANN – Buenos Aires, Argentina

TRANG NGUYEN:

We're going to talk about contracting and onboarding process with you, and take any questions that you may have regarding these two processes. On the Agenda today we have contracting, which I will cover. We'll go over some statistics with regard to contracting, eligibility criteria, the overall contracting process, as well as a couple of specific items relating to Exhibit A and Code of Conduct.

Then Krista will discuss registry onboarding, including the steps of the registry onboarding process, as well as the timeline. This is the same slide that we showed on the Monday new gTLD program update session. these stats are good as of last Friday. We sent out some new contracts yesterday, so these stats do not reflect the new contract we just sent out yesterday. They're reflective of what happened as of last Friday.

I'll just quickly go over them again. There are 960 eligible applications that have been invited to the contracting process. This is through Priority 1930. Of that number we've received 275 responses back, which is about a 28% response rate, so it's still below 30%. Of the 275 responses that we received, 178 registry agreements have been sent to the applicant for signature, and of that number we've signed 144 registry agreements.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

The bottom number you see there is essentially the number of applications that are not yet eligible for contracting, which is 806. The reason that they may not yet be eligible for contracting may be because of a change request, pending change request, GAC advice, because they're in contention of have pending objection.

I wanted to quickly remind everyone of what the eligibility criteria is that we're using for both invitation to contracting as well as to sign contracts. This first slide shows the eligibility criteria for CIR invites. To receive a contracting information request invitation, the application must be an active application; meaning it's not withdrawn or not approved. It must have passed evaluation. It must not be in contention. It must have no pending objection, or the applicant must have prevailed.

It must not have any pending change requests. It must not be in the high-risk category of the name-collision report, and it must not be subjected to any GAC advice, including Category (1) GAC advice, or Category (2) if they indicated that they were going to be an exclusive access registry, consensus GAC advice, non-consensus GAC advice, non-consensus GAC advice on safeguards, and GAC advice that requires further consideration. Those are the categories of GAC advice that prevent an application from being invited to contracting.

With regards to contract signing, in order to sign a contract the application must meet the previous eligibility criteria that I just went over, in addition to these four. So it must not be in the 30-day application comment window for an approved change request. It must not have any further background screening to diligent issues. It must

have a compliant COI, and it must not be party to any ongoing ICANN accountability mechanisms.

I'm going to go over the contracting process. This slide shows it at a high-level and then we'll go down into the details in the next few slides. I've shown this in a different way in a webinar before, but essentially the first step of the contracting process is that we review the CIR response. Any responses that you provide once you receive a CIR. That takes place on the Monday of every week. I'll go over what that process is in the next few slides.

On Monday we review CIR responses that have come in through the week. On Tuesday, through the following Wednesday, we perform what's called the substantive review of the CIR responses, a deeper level of review. Once that's completed the RA is drafted. Once it's drafted it's sent to the applicant for signature and then ICANN executes the contract and we post it on the ICANN website.

Also on this slide you can see the days that we typically perform these activities, and the number of days that each activity takes. This represents, if you add all the days up, a three- to four-week cycle time for the contracting process. I'm going to go into a little bit more detail about each of the steps that was in the graph in the previous slide. As I mentioned, the first step in the process is to review the CIR response to make sure that it's complete.

This takes place on Monday of every week. What we review it for is to basically... If the CIR response indicates, for example, that you would

like to request an exemption to the Code of Conduct, what we review it for at this step is to make sure there's an attachment provided, meaning there is a request form provided, and that the TLD registration policy is also attached.

It's really reviewing for the completeness of the CIR response. If any follow up is required at this step, say for example that we find you indicated you wanted to request an exemption to the Code of Conduct, but no attachment is provided, then we will perform follow up. If follow up is performed then the CIR stays in this queue until that issue is fixed. I wanted to also go through a couple of reminders, because these reminders are based on what we see applicants trip up on.

Please be mindful that we don't consider a CIR to be submitted, and we don't begin the CIR completeness review process until your CIR form is submitted. It must be submitted. If it's just saved we don't consider that a complete answer, and therefore we don't start the process. So please make sure you do submit your CIR responses. Also, the attachments you provide should be consistent with what you indicate on your CIR form, like I just talked about with the exemption to the Code of Conduct request.

If you indicated that you want to request that, then please make sure there is an attachment provided, and if you're not going to request that, make sure that you don't provide any attachment. The next step in the process is the substantive review process. Essentially this is a more complete and detailed review of the information that you provide in the CIR response. For example, all of the various points of contact that you

provide, we perform a review of those points of contact against the information provided in the application and make sure that it is consistent.

This step also includes the creation of Exhibit A and Specification (12) if one is required for a community application. Then we also gather all the relevant information for the application in preparation for the drafting of the RA, such as a voluntary PIC, if one was submitted, and a COI. Again, if any follow up is required at this step then the CIR will stay in this stage, in this queue, until the issue is fixed. Say for example you don't have a compliant COI, we will perform follow up at this stage and your application remains in this queue until this issue is fixed.

A couple of reminders for this step. Be sure that if you are requesting an exemption to the Code of Conduct, that your Code of Conduct exemption request form is complete. We've received several forms that are not completely filled out, and so that can delay the processing of your contract. Also please make sure that the complete TLD registration policy is included with your request.

Additionally, if you are declaring any cross admissions, please make sure that you provide the IANA number or what's also called a GUR ID number on your declaration form. That would speed up the processing of your contract. If that information is not provided we will reach out to you and ask for that information. After we gather all the necessary information then the next step is the actual creation of the RA. The RA is created based on the information that's in your application as well as in your CIR response, and in your PIC if one was submitted.

Just a couple of reminders here. If you are requesting changes to the Terms and Conditions of the RA, your requested changes will be reviewed at this time and if we have any questions or follow up items we will reach out to you at this step. Then if you requested a Code of Conduct exemption, that request is reviewed by Legal and the Registry Services Team at this step, and again if there are any questions or follow up required that will be performed at this step.

After we have the RA drafted we send it out to the applicant for review and signature. This step takes place on Tuesdays of every week. If you requested an electronic signature you'll receive the contract via DocuSign. You may sign via DocuSign. If a manual signature is requested, the process is that we send you the RA and a supplement through the customer service portal.

What you can do then is review it and if you don't have any issues with it you can print it and sign the signature-only pages of the contract, and then that's what you'd be sending back to ICANN; just the signature pages. You would send that to us, however many copies that you want to retain, plus one copy for ICANN. Please also provide a return address when you send us the signature pages of the contract.

Once we receive that, the next step is for us to execute the RA. If you requested an electronic signature, ICANN will execute the agreement via DocuSign and you'll get a copy of the executed contract. If a manual signature is requested, ICANN will counter-sign the pages that you send and then we'll attach to those signature pages the contract and the

supplement, and we'll mail however many copies you've requested back to you.

Once all of that is done we typically try to post the RAs on Friday. Execution takes place on Thursdays and we post the executed RAs to the ICANN website on Fridays. If there are more than 20 RAs then we have to split the posting up into Thursday and Friday, but if it's less than 20 then they'll all be posted on Fridays. You can see the link where the RAs are posted. Also on this page are a few other items like the [inaudible 00:13:18] Delegation Reports and the TLD start-up information as well.

With regards to Exhibit A I know there's been some confusion because the CIR form does ask whether or not you intend to offer non-standard registry services, and if you do to provide those non-standard registry services. What I want to remind everyone is that Exhibit A is actually drafted based on the information that's in your application, and the voluntary PIC, if one was submitted.

Any non-standard registry services that you'd like to offer, if they are already specified in either your application or the PIC, they will be in Exhibit A of the contract. But if they're not, they will not be included in Exhibit A and you'll need to submit a change request to add those non-standard registry services. Chris, I'm going to... The question was, "Could we please give an example of what would be considered a non-standard registry service?"

KRISTA PAPAC: Non-standard registry services are those services that are not required under the contract. An example would be IDN tables, which is one of them, but I'm totally drawing a blank right now. I'll come up with some for you. While Trang continues I'll come up with some more for you.

TRANG NGUYEN: Like I mentioned, if you like to offer any non-standard registry services that are not specified in your application or PIC, then you'd have to submit a change request to add those services. With regards to Code of Conduct exemption requests, just a reminder that as per the Code of Conduct exemption process that we posted on the new gTLD micro-site, the Code of Conduct exemption request we review in parallel to the creation of the RA. The two are on parallel tracks.

The RA may be signed before a final determination on the Code of Conduct exemption request is made. So if you choose, you can go ahead and sign the RA with Specification (9), and then we'll separately review your request for the exemption to the Code of Conduct, and if that request is approved it will be communicated to you separately and a final approval will be provided in a written communication, and that will also be posted.

If we do approve the Code of Conduct exemption request, it will not be reflected in Specification (9), meaning no amendments will be made directly to Specification (9). That is the end of my section. Krista?

KRISTA PAPAC:

Thanks. I'm going to talk about registry onboarding, which is basically the process of where your relationship as a registry operator begins with ICANN. It's the setting up of your registry and the interactions you'll have with ICANN. Up until this point everything that we know about you is related to your application and not to this contracted party, which may be very different in that application phase.

So it's really a point where we collect contact information that's applicable to the actual registry itself, as well as facilitating the technical set-up for the various interactions that you'll have with ICANN throughout the relationship with us. Registry onboarding starts upon execution of your RA, and will run in parallel to PDT delegation and Sunrise. Registry onboarding has three main steps. The first is data collection, and we have two parts to that.

The first part is where we ask you to provide onboarding contact information and we also facilitate the issuance of your trademark database, or TMDB token. The second part of data collection is where we ask you to provide information related to credentialing and to facilitate operational support mechanisms for the registry. The second step is a technical set-up and that's really an ICANN step. That's where we establish and test service functionalities.

Finally, the third step is where you establish your Sunrise claims and limited registration, if you have one, periods. The first part of step one is where we collect your registry operator contacts. I'll talk through the contact first. We collect a primary contact for the registry, so you are all really familiar with your primary contact for your application, however

that may not be the same person for the actual registry once it's established. We collect your primary registry contact.

We already have your legal notice's point of contact, because you provide that during contracting. That's prepopulated for you based on what you provided in your CIR response and what's noted in your RA. We ask if you do have a back-end technical service provider that you give us a contact for them. We ask for your data escrow contact. We ask for a technical point of contact. If you want to provide a media and communications contact you can.

We ask for a billing contact and a 24/7 emergency point of contact. We do ask for at least two emergency points of contact in case there's an emergency and we can't reach the first person. We ask for a centralized zone data system point of contact, or CZDS. We ask for an abuse contact, which is the required abuse contact that's stated in the RA. We ask for a compliance point of contact, a URS point of contact, and finally a trademark database point of contact.

The TMDB point of contact is described in the TMDB process documentation that's posted on the micro-site. However, as a reminder, that TMDB point of contact person that you provide is the person that will interface with IBM to exchange tokens, so you want to be cognoscente of that. Once we receive the TMDB point of contact we'll provide you with your TMDB token, because there's a parallel process that you have with IBM where you need to perform integration testing to get certified with the TMDB.

The registry operator contact information, as I said earlier, as soon as you sign your RA, shortly thereafter you'll receive... The way the process currently works is you'll receive an email for us with an Excel spreadsheet, asking you to populate these details. We're currently developing the customer portal so that you'd be able to enter that stuff. In the future you'd instead receive a note from the customer portal asking you to log in and start entering all of this data that way. Some of you who've gone early will see that process change and get a little less cumbersome.

The question is on legal point of contact and whether it has anything to do with jurisdiction. The legal notices point of contact, any contract always says, "Who do we send legal notices to?" and that's... You actually do provide that during contracting. It's actually in the RA. You can see that person and it doesn't have to do with jurisdiction. Step 1.B. We've called this the onboarding information request and we didn't want it to feel lonely and not have its own acronym, so it's a really nice acronym – ONBIR. We actually joke about this a little bit, but anyway...

The ONBIR is a form where we collect credentialing and operational systems set-up information. You will receive it from the customer portal. The technical people call it a flat-file, but in real words it's a .txt file. The reason we ask you to fill it out in this format is because we can automatically adjust it into our systems and it enables us to process the information much more quickly. What you get is a notification from the customer portal with the attachment asking you to complete it.

It asks for several pieces of data. It asks for you zone file access for the CZDS, the EBeRO and for ICANN. With CZDS there are a couple of paths you can take there. Depending on which path you choose we ask for different information, and this is all explained in the form itself. We also ask for the URI for your bulk-thin registration data access. We ask for the IP addresses and passwords for the registry reporting interface, which is where you'll submit your reports to ICANN every month.

We ask for a... Related to the uniform rapid suspension, we ask for PGP-key and a password. If you have a EPP extensions we also ask that you attach them with your response to the OMBIR. There are specific instructions about how those EPP extensions must be documented, and you need to provide a separate document for each EPP extension. We also describe the file-naming convention for EPP extensions, so we ask that when you're creating your EPP extension documentation that you please follow the file-naming convention that we've described in the OMBIR.

We ask you to provide IDN tables, and then we ask for the server's username and password for EPP SLA monitoring. So a couple of important points about step 1.A and 1.B. They're both required in order for you to transition to IANA, which for you means in order for you to get your delegation token. You have quite a bit of time. I have a timeline at the end to represent the amount of time that you have to do that. However, it's important to realize that if this is not completed it is a gating factor to getting your delegation token.

The other thing I wanted to point out is... Like almost everything we do at ICANN, there's always at least one caveat. The IDN tables are the one thing that's not required at this time, and actually the requirement is that you provide those upon delegation. The IANA team doesn't have a place to put those tables until the TLD is delegated. So everything except the IDN tables is required prior to getting your delegation token.

Step two. As I said earlier, this is actually an ICANN step, but you'll see some of this going on, or for those of you that are technical and are the technical team at your company, you'll see this going on. Step two is where we establish and test the service capabilities. We set up the zone file access for CZDS, ICANN and EBeRO consumption, and if you're hosting your own zone files, ICANN will create the alias c-name records for these servers.

We establish the bulk-thin registration data access, and we provide access to the registry reporting interface. Additionally we also provide access to the registry to download the URS provider keys, which you'll need to perform the URS processes. We collect your PGP key and we also collect EPP extensions. We already have them, but we review them and see if they need to be associated with the set-up of your registry. We set up the EPP SLA monitoring, and the EPP system access data, and then again you would be providing your IDN tables at this time.

Step three is where you establish your Sunrise claims and limited registration periods, if you have a limited registration period. This step can be performed at any time. It's really up to the registry. It's not required at a specific time. I know there's been several sessions this

week where we've talked a lot about the Sunrise periods. There was a specific RPM session where we talked about this, but we wanted to just review it again here for you because it's really part of setting up your registry.

TLD start-up information is a defined term in the Trademark Clearinghouse Rights Protection Mechanism Requirements Document. Currently we have a Sunrise portal that's being developed. We'll see the first iteration of that in mid-December and then a more robust version of it will be launched. The target dates are mid-December for the first iteration and the more robust second iteration we expect in mid-January. So currently it's a form that's posted on the micro-site that you submit through the customer service center.

However, once the portal is up you'd be able to just log in, enter your TLD start-up information, attach the required documents, etc., through the portal. The information that's required with what we call your TLD start-up information, also defined in the RPM Requirements Document, we need to know what type of Sunrise you're going to run. Is it a start date Sunrise or an end date Sunrise? We need to know the dates that you'd like to have your Sunrise period. We ask for... You can ask for two or three preferred dates that you'd like to start your Sunrise on, and there's also an option to select 'first available'.

The form itself explains how those interact. If, for some reason, you weren't able to get the first or second date, you could still select 'first available' as your third option. We need you to attach your complete Sunrise policies for the registry. We ask that you attach a document and

don't provide links to those documents, because we need to be able to post them and associate them with your registry.

Part of the Sunrise policy means you have to include your Sunrise dispute resolution procedure. We also ask for the dates of your claims periods, and then certification that integration testing has been completed. All of these items are required in the TLD start-up information. Additional information is if you are running a limited registration period. It's optional in that if you're not running one you don't have to provide it. If you are running one you do have to provide it. We'd need the dates of your limited registration period.

As I said earlier, you currently submit the information using the form that's posted, through the customer service portal. You can do that by logging in or by emailing newgtld@icann.org. Once you've been delegated... The first point at which you can submit your TLD start-up information is following or upon delegation, or any time after that. You cannot submit TLD start-up information prior to delegation. The registry submits its information to ICANN, including the requested dates, and then ICANN does a straightforward review of what you've submitted, to make sure the dates are in compliance with the requirements of the RPM document, and that you've attached and provided all the required elements, including certification from IBM with the trademark database.

Once we receive your TLD start-up information we review it and then we'll schedule the dates with IBM. At one point I think we contemplated – and some of you may have experienced this – having you schedule this

directly with IBM. We tried to take that step out and make it easier, rather than have back and forth between IBM and us.

You give us the dates, we get it scheduled, and then we communicate back to you what the scheduled dates are. If there are any issues with the information that you submit then we'll be back in touch with you to ask for clarification or corrections.

Here's the timeline. We're trying to give you guys a sense here of where onboarding... Because it parallels processes, so to give you a sense of the timing that you have to complete onboarding and where the different steps occur as you're going through PDT and delegation. You've got contracting complete – that's the top blue line –, your RA signed, and then you have approximately six weeks of predelegation testing.

If you look at the first orange line, that's where registry onboarding begins, and where steps 1.A and 1.B, or the data collection steps, must be completed. You have about a two-week period after PDT where you're transitioning to actual delegation. As I said, you still have some time in there to complete your step one of onboarding, but you do have to complete that in order to get your delegation token. Once your delegated registry onboarding step two happens, then it's really again the ICANN process where we do the technical implementation.

Finally, registry onboarding step three is not correctly depicted, so we'll update that slide... That can actually begin upon delegation as well. You can start that process of submitting your TLD start-up information. That

would actually line up right underneath the step two. I think... One more thing. What we ask you to do is, once you've signed your RA, please be on the look out for the email request for the contact information, and then the email from the customer portal asking you to go in and download and fill out your onboarding information request.

Then any questions, of course, can also be submitted to newgTld@icann.org. Finally, just a reminder that we still have a few global domain division sessions left this week. There is a provider session with the Trademark Clearinghouse, so it's really about IBM and Deloitte talking about their own processes and how you directly interact with them. There is the IDN variant TLD program later today as well, and then there's a continued operations for new gTLD session that occurs tomorrow morning. So with that I'll open it up for questions.

REG LEVY:

Reg Levy. I have a question about IDNs and the IDN lists. The request for them as an approved registry services in the CIR phase, is ICANN approving them? Once we receive the contract can we assume that our tables are in some way approved? Are you going through them and checking; making sure that they're valid, or is it really just that you're approving the fact that we have them?

TRANG NGUYEN:

We're just approving the fact that you have them. As you know, predelegation testing is when the IDN tables are looked at.

KRISTA PAPAC: I just want to add one more thing – with respect to the actual agreement and the languages, those are taken strictly from your application, so we’ve had some instances where the languages that you have in your application are not necessarily the languages you want to provide in your registry, or there should be more or there’s some type of typographical error.

We go strictly with what’s in the application and then you have two options – you can submit a change request, or you can wait until you execute your agreement and then submit an RSEP, requesting the additional languages. So there are two parts to that but the tables...

REG LEVY: Okay, that’s helpful and it makes the reason that we’re providing IDN tables at CIR even more confusing. If you’re going from our application, why are we providing tables?

TRANG NGUYEN: I don’t think the CIR form itself asks for IDN tables. There is a question that asks whether or not you’re intending to offer any non-standard registry services, but I don’t think we’re specifically asking for IDN tables to be submitted with a CIR response.

REG LEVY: Fair enough. The final question says, “If there are any yes answers above, please provide attachments”?

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- TRANG NGUYEN: Yes. If you answer yes, then provide an attachment.
- REG LEVY: Which would be the IDN tables?
- TRANG NGUYEN: Or it can be a description of what the non-standard services are that you'd like to provide in the languages.
- REG LEVY: Okay. My other question is, do we need to...? Are you providing the IDN tables that we provide at CIR to IANA?
- KRISTA PAPAC: The IDN tables are not required in the CIR, so we would not provide those to IANA. The second piece is the IDN tables are required upon... We have to provide those to IANA upon delegation.
- REG LEVY: Right. Thank you.
- KRISTA PAPAC: No problem.
- ANDREW MERRIAM: Hello. Thank you both. Can we go to your timeline slide, that last timeline slide, please? Yes, that one. The last little bar doesn't have any

dates on it. I think you just covered an [NTAG? 00:38:21] and you said it was a week?

KRISTA PAPAC:

Oh, yes. Just a reminder – the bar’s in the wrong spot. It really needs to run parallel to the bar above it, so you can start it upon delegation, and we’ll correct this slide before we post it. The second piece is – and thank you for bringing this up actually, it’s a great question – it doesn’t have dates because you can submit the information any time you want, but to your point, we ask that you give us a seven-day window to process the TLD start-up information.

We don’t anticipate that it will always take that long, but it’s good to have the cushion in there, and again, you can select ‘first available’ as an option. So if we process it in two or three days or whatever, you’d have the ability to start sooner. I’ll give an example. If you submit it on the 1st of January, we ask that you give us your first requested date as January 8th. However, you can also just select ‘first available’ and if it’s processed, completed and back to you on January 3rd then we’d give you that date.

ANDREW MERRIAM:

Okay. I believe prior guidance to ICANN had timeframes like six to eight weeks and things like that. These are very firm looking. Is this the new...?

KRISTA PAPAC: These are the same as all ICANN timelines. If you guys are responding quickly and there aren't issues... This is, if there's nothing special about it, the estimated time it would take. It could be less and it could also be more, depending on the specific registry's circumstances.

ANDREW MERRIAM: Just an administrative point – these slides are already posted, just so you know.

KRISTA PAPAC: Okay. We'll update the posting. Thank you.

SPEAKER: [inaudible 00:40:13] from [Core?]. I have two little questions. One of them is on EPP extensions that we submit. Are these going to be published by ICANN somewhere for the benefit of the technical communities; that they can actually see what kind of diverse things are around there?

KRISTA PAPAC: No, we do not publish them.

SPEAKER: The [coloring? 00:40:41]... There may be a need to change those, actually a good reason to change those, specifically because in the context of launch periods there's a great diversity of different ways of doing it and the standardization effort of course has tried to keep up with it, but some of these things are coming out. So sometimes it might

be a good idea for a registry to use the standard instead of whatever's been defined two years ago. Is it then not allowed to make the change?

KRISTA PAPAC: No, you're absolutely allowed to make the change. I'm actually glad you asked this question too, because it's a really important point. If you do update your tables you do need to submit the updated table to us, and you can do that through the customer portal.

SPEAKER: So the same thing would apply for IDN tables and for extensions? You said tables... That's why I'm asking.

KRISTA PAPAC: Yes.

SPEAKER: Okay. The other one is actually... We are going to announce dates for the Sunrises, and I remember that there was a thing that if you changed the dates you have to inform ICANN at least four days, or something, ahead? Now, there is one case where that might not make any sense, and that is if as a result of a last-minute onslaught in the Sunrise, things that we've seen in the past, the right thing to do is to extend the Sunrise.

It's not like we're taking advantage of the situation, but if there has been a last-minute onslaught, the only orderly way of handling things would be in such a case to extend the Sunrise. Is that something that could somehow be put into the terms, that it would be allowed?

KRISTA PAPAC: I actually don't really know the answer to that question. I know that the RPM Requirements Document does have a requirement in it. What I will do is certainly take that back. I wasn't actually involved in the RPM Document discussion, so I don't even know if this has been discussed before or what, but I'm happy to look into it and get back to you. Thank you.

SPEAKER: Hello, I'm [inaudible 00:42:57] IDN application. I have a few short questions. With regards to the point of contacts, are there any specific requirements or limitations on what is a point of contact? Is it personal address and name and phone number, or can it be a group address of [inaudible 00:43:20], for example?

KRISTA PAPAC: Thank you. Do you mean for onboarding information?

SPEAKER: Yes. When you're asked to provide registry operator contracts?

KRISTA PAPAC: Thanks for the question, [Irena]. There are some specific requirements. Everything on there we do require you to provide a contact for, except media and communications. That one's optional. In the request that we send you we try to give you a few examples, and in places where we require a real person – there are a few spots where we require a real person, like emergency contacts for instance – we spell that out for you

as well. So when you receive the request you'll know what the requirements are, and certainly if you have questions or it's not clear, feel free to just ask.

SPEAKER: Thank you. My second question is with regards to the Sunrise documentation, which we are to provide. Can it be provided in the regional language of the documents, which for IDN is not necessarily English?

KRISTA PAPAC: That's a really good question. Let me check into that and get back to you. I'll get you an answer. Thank you for the question.

SPEAKER: The third question is with regards to claims period dates. Having long Sunrise and then probably limited registration periods, the registry might need a few months to go through all these periods, and at their moment of onboarding request may not be quite sure on the exact date of general registration. Can we have flexibility with defining these claim periods?

KRISTA PAPAC: A couple of things... In submitting the Sunrise information or the TLD start-up information, you can start that as early as right after delegation, but you can start it later as well. That's one thing. The second point is you do have to provide your registration policies and those need to describe the time periods. So you would need to have that locked down,

but again, if you don't have it at delegation and you maybe have it two weeks later or 30 or 90 days later, you would then at that point submit your TLD start-up information and have the complete information in there.

SPEAKER: So I have to provide an exact date of general registration, yes? Because the claims periods are dependent on that date?

KRISTA PAPAC: You have to provide the length of time for periods that precede general availability. No, I don't believe you have to provide the date for general availability. We're looking for the timelines. You have a requirement to run claims for so long and to run Sunrise for so long. Some people may do it for a longer or shorter period. We're asking for the dates that you intend to run those periods, and then we'd expect that your registration policies would detail the length of time.

Then in your registration policy you'd talk about when general availability occurs. For example you might say that you have a 90-day Sunrise and a 90-day claims period, and then you'll have a 30-day quiet period and then general availability begins. That's one example.

SPEAKER: If you use, for example, auctions during one of the periods, the registry cannot be sure how long that will actually take, yes? It's always an unpredictable timeframe. Thank you.

RAY FACET:

Hello. Ray Facet, existing contracted party with ICANN on the registry side, and applicant for new ones. A little bit of a step-back reality check. The final Registry Agreement was not published until well after applications were submitted, and business plans were of course included in the financial evaluation aspect. As any contract now, the final contract, there are provisions in this contract. Provisions in the contract can have different interpretations.

What is the process...? What resources is ICANN providing applicants to simply discuss interpretations or provisions of the RA, without having the 'check the box' that we want to enter into contract negotiations? Applicants need some help to understand their interpretation of provisions as it may relate to their specific business models for launching the TLD, because not all business models are the same.

Since the RA was not finalized until after the applications were submitted, and there are provisions in this RA that could be subject to different interpretation. How is ICANN assisting the applicants to simply discuss the interpretations, to make sure that we're interpreting the same?

TRANG NGUYEN:

Thanks for your question Ray. I'd like to speak to you offline a little bit more, but in general this is a legal document. The Registry Agreement is a legal document, and as with any legal document it's subject to interpretations, like you said. I don't know if ICANN is in a position to provide any legal advice to any applicants. But what you're asking, in

terms of clarification of certain provisions and things like that, we have had those questions.

We've received those questions through the customer service portal, and we do try to provide clarification to the extent that we can, without providing legal advice. But I'm certainly happy to speak with you afterwards on this further.

RAY FACET: Thank you very much.

WENDY: A couple of questions from the remote participants. I don't know if this first one has already been covered with the previous question, but I'll read it anyway because it came in before the previous question. It's from Christopher [Neme? 00:50:00]: "If IDN tables were provided in the answer to question 44 of the application, would an applicant need to check the box on number two, Exhibit A – Approved Services in the CIR – and provide the 44 information again?"

TRANG NGUYEN: No. If the IDN tables were already provided in the applications, and there are no changes to that information, you do not need to check that box or provide the updated information. Exhibit A is going to be created based on what's in your application. Now, if that information has changed then yes, we would need you to submit a change request to add the information.

KRISTA PAPAC:

If I can just add one clarification? Trang said it but for those of you who maybe haven't gotten contracts, ICANN is proactively drafting your Exhibit A's based on the information you provided in your application. If there are other non-standard services, like IDNs, that information would be captured from the application, pre-populated in Exhibit A for you. When you're checking the box in the CIR, it's just an opportunity for you to say, "Hey, we know we have these non-standard services. ICANN, please notice them."

If we receive something that does not map to what we found in your application we'd go back and make sure that we didn't miss anything, and then we'd turn to a dialogue with you on that.

TRANG NGUYEN:

Just to add to that – I know that that has caused some confusions. One of the things I'm working on is to revise that CIR form to make it a lot clearer. I'm trying to push to get that road out as soon as possible; significantly simplifying the form and automating that quite a bit to make it a lot clearer. So that's coming.

WENDY:

Thank you. The second question from a remote participant, [Stina Grotrod? 00:51:57] – sorry if I got your name wrong –, "If possible, could you give an overview of the URLs to the systems for all the POCs?" I'm not sure what URLs...

KRISTA PAPAC: I'm sorry, I don't understand the question. Maybe they could rephrase it and try again?

WENDY: Sure. If you could put the question in the chat again, a little clearer, I'll re-ask it.

KRISTA PAPAC: Okay. Thank you.

SPEAKER: Hi Krista. [Reuben Cue? 00:52:45], .br. I wondered what [inaudible 00:52:52] thinking on RSEPs for liberation of [inaudible] codes that aren't counter codes, like [inaudible] or a letter in the digit? Because the current version of the Registry Agreement, like the Applicant Guidebook, specified that all [inaudible] character domains are blocked, not only two-letter domains are blocked. So there are a lot of domains that aren't possible [ISO] codes that are blocked and would need an RSEP to be cleared out. I'd like to know if you have considered this issue before.

KRISTA PAPAC: With respect to the RSEPs, we evaluate them when we receive them. Again, like most things that ICANN does, we ask for that to be submitted in writing and then we look at the specific information that's provided and consider that in our evaluation. It's difficult to say what we'd say or do without actually seeing what the request is.

SPEAKER: Okay, thank you.

KRISTA PAPAC: Thanks [Rueben].

SPEAKER: Hi Krista. I have a couple of questions. Looking at that timeline up there I want to ask if the steps you've described there are on the critical path to some of the milestones? Step 1.A and 1.B, can I assume that a registry operator won't receive the delegation token until that information is provided? Is that right?

KRISTA PAPAC: That's correct.

SPEAKER: Okay. You've got step two. Can I assume that a registry operator won't be able to provide its TLD start-up information until those tests are complete?

KRISTA PAPAC: That's incorrect. The slide is incorrect. We're going to update it. Step two and step three should run parallel to one another. Just to reiterate, you can submit your TLD start-up information as soon as you've been delegated, but you can do it later than that as well. It's just the first opportunity for you to submit it is once you've been delegated.

SPEAKER: Okay, but I don't have to... Those tests in registry onboarding two don't need to be done before the... When do they need to be done by?

KRISTA PAPAC: That's correct. They don't need to be done before you submit TLD start-up information.

SPEAKER: Do they need to be done before Sunrise?

KRISTA PAPAC: Step two doesn't need to be done before Sunrise.

SPEAKER: But does it need to be done before Sunrise?

KRISTA PAPAC: No-no, they can happen in parallel. With step two we say 30 days. It really depends on your delegation date, but we need to get you set up in time to submit your first registry report. So we have about a 30-day window there, because reports are due on the 20th of the month.

SPEAKER: Okay, great. Now, with respect to IDN tables, we obviously have to provide those to IANA for publication. If those change, if we update them with IANA, do we still have to send them to ICANN?

KRISTA PAPAC: If your IDN tables change then you'd need to submit the updated tables to IANA. That's correct.

SPEAKER: Not ICANN, again? Not ICANN?

KRISTA PAPAC: No, they go to IANA.

SPEAKER: Okay, cool. So I had a couple of questions on the Code of Conduct exemption requests, and that's probably directed to you, Trang. Thanks Krista. If I'm a registry operator that wants an exemption and I don't have my registration policies just yet, can I tick the box in the CIR, and if so, what do I provide? I guess the question is, what were registry operators doing before the Code of Conduct exemption request was finalized?

TRANG NGUYEN: Just to make sure I understand your question, are you asking what if you would like to request an exemption to the Code of Conduct, but your TLD registration policy is not yet finalized?

SPEAKER: Yes. You've got the CIR and then you've got the actual process that you need to go through to submit the... How do those marry up? Can I just tick the box in the CIR and go through that process later on?

TRANG NGUYEN: Yes, absolutely. You could request an exemption to the Code of Conduct at the time that you submit your CIR form, or after you've signed the Registry Agreement. Either is fine. If you request it, as you submit your CIR response, and you do provide all the relevant information like the TLD start-up information, that request would just sit there until we have the complete information.

The RA is being drafted in parallel to that process, so you would still receive the RA, and you can decide at that point whether or not you want to go ahead and sign the RA, before ICANN completes the review of the request for the Code of Conduct exemption. Or, you may wish to wait until that is done – the review of the exemption to the Code of Conduct – before you sign the Registry Agreement. It's entirely up to you.

SPEAKER: Okay. If you tick the box you need to provide a statement. Can I just provide a one-line statement that says that I intend to do so?

TRANG NGUYEN: Yes, absolutely. You can absolutely submit the CIR response without the complete information. What I was just reminding you of was that if the information was not complete then the process will get stuck at that stage, except for things that are happening in parallel, such as the Code of Conduct exemption request. Obviously we won't hold you up if you don't provide complete information with your Code of Conduct exemption request.

We'll still move you forward and have the Registry Agreement drafted. But in the meantime, that Code of Conduct exemption request review process is going to be halted until we have all the complete information. Does that make sense?

SPEAKER: Yes, that makes sense. I have a final suggestion. I think someone brought up the questions through the CSC. It would really help if you provided a knowledge base, like you guys used to, during the application period, with all the questions that submitted to the CSC and the subsequent responses. I know that speaking to other people, we'd submit a question and we'd get the same response as someone else?

TRANG NGUYEN: Yes. Actually, that's something that I've been trying to work on, with a way to... During the application window, obviously the knowledge base was created for applicants. We'd get questions and we'd post the answers there. I've been trying to get that going again for everything. So we're working on it. Thank you.

KRISTA PAPAC: [Yasmin], it's Krista again, if I can just make one clarification? With respect to the Code of Conduct, if you sign the application and you do not have an exemption to the Code of Conduct, and the exemption to be clear will be... You'll receive something from ICANN that's a formal notification that you have been approved to be exempt from the Code of Conduct.

If you sign the RA without having an exemption, you are bound by the Code of Conduct, until any point that you might receive the exemption. So just because you want to submit a Code of Conduct exemption request, doesn't make you exempt from it. If you're moving forward with signing, you would be obligated to exactly what's in the RA, which is the Code of Conduct, until such a point that ICANN provided you with an exemption.

SPEAKER: Is there a certain point in time after which it would be very difficult for you guys to grant an exemption? Would that be after delegation, or have to be run for...?

KRISTA PAPAC: No, it's completely an operational thing for you guys, frankly; like how you're running your registry and the application of that exemption. You could submit the request any time from when you receive an invitation for contracting, CIR, into eternity.

SPEAKER: So I can be operational for a couple of years and then submit a request?

KRISTA PAPAC: Absolutely. Thanks.

SPEAKER: Hello. [inaudible 01:01:25] application again. My very last question is, if in this onboarding process – I’ve probably missed this – but should at some step we agree and get approval from ICANN for a data escrow provider, which we’ve chosen?

KRISTA PAPAC: Data escrow, that interaction actually occurs during the predelegation testing period.

SPEAKER: So that’s a part of predelegation?

KRISTA PAPAC: That’s correct

SPEAKER: Should we first get approval and then have the data escrow agreement signed?

KRISTA PAPAC: Both of those things have to occur during PDT, and part of passing PDT is contingent upon those things happening.

SPEAKER: Okay, thank you.

KRISTA PAPAC: That information is also posted on the micro-site, the process and all the information about it.

JOHN [MCCAIN]: John [McCain? 01:02:20], [inaudible] registry. Would a non-standard registry service be domains at the third-level?

KRISTA PAPAC: That's a technical question and unfortunately I'm not able to answer that. If you would want to submit that through the customer portal we can respond to you in writing.

JOHN [MCCAIN]: I just don't really understand what the question is asking, because there doesn't appear to be an answer.

KRISTA PAPAC: As I said earlier, IDNs are the best example of a non-standard. It's because they're not required. You can even have an IDN TLD and there's no requirement to have second-level IDNs. One would think that you'd be providing them, so if you're going to provide second-level IDNs it's a non-required service, however you are going to provide it, so it must be detailed in your RA. They are services that the registry is going to provide that only the registry can provide that are not required under the terms of the RA.

The follow up question is, if it's already in your application, you do not need to detail that in your CIR response. The answer to that question is

yes, that's correct. We'll find it in your application. The one thing I'd say to you – and we've seen this quite a bit –, Trang, is that we're not perfect. Once in a while we miss something, so we ask that you... First of all, when we send you your RA, I think you'd want to, and I'm sure your counsel would want you to review it carefully and make sure it's what you expect.

Most importantly, that Exhibit A is the one thing that can be different across all registries, so I'd review it carefully. If you think that there's something that should be there that isn't, or vice versa, please let us know and we can engage in a dialogue on that. Thank you. Wendy, are there any more questions in the chat? Any other questions?

TRANG NGUYEN:

I just have one last comment, or some news to share, depending on how you want to look at it. Just to say that we're looking at enhancing the sales force to facilitate the transition from an applicant to registry operator. Obviously a lot of you have up unto this point been an applicant with certain privileges and access to the portal, and now that privilege is not being transferred as you roll into being a registry operator.

So we're looking at automating a sales force to facilitate that transition. Then hopefully we'll be moving forward into the near future into US registry operators having access to the sales force as well. Any questions in the Adobe room, Wendy? Okay. We'll go ahead and wrap up this session. Thank you very much.

KRISTA PAPAC: Oh, you guys!

WENDY: Sorry, there is one more question from the remote participation. Vivian asks, “Can you please clarify, per data escrow agreement section 17.5, is an agreement between registry operator, escrow agent and EBeRO a requirement?” She’s typing more.

TRANG NGUYEN: Sorry, I don’t know why I’m telling Krista the answer! The data escrow agreement is actually between a data escrow provider and the applicant, with ICANN being the beneficiary. It does not mention the EBeRO provider. It doesn’t pertain to the EBeRO provider.

KRISTA PAPAC: Okay. I think now that that’s it. Thank you everybody. [applause]

[END OF TRANSCRIPT]