HYDERABAD – Fellowship Daily Sessions
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ANTHONY HARRIS: …things that might affect the stability of the Internet, the way the Internet functions, the way you receive these services. We have to be very attentive to what develops, particularly in the names in the domain name industry.

Since we have had, as you all know, a lot of new generic top level domains have been launched within the name space. I'm sure all of you must have heard about the fact that we now have close to 1,000 new options when you want to register a top level domain name or a name for yourself. Instead of just having .com, .net, and .org, you now have, well, many hundreds of new options for Internet identity.

The problem is when all these new names have been introduced for use by the public, there are a lot of, let's say platforms, a lot of portals, a lot of online services that have been programmed not to include these new domain name extensions. We have domain extensions in the ASCII alphabet, normal ones like .social, .lat, .club, which you have heard about, and also we have internationalized domain names for the first time, which are in

Arabic script or Chinese or different alphabets that are not the traditional ASCII. Those are the ones that are having most problems actually.

What happens is we have a situation now all over the world where we have new domain names that are being used by people. We've already sold, I think, 11 million of these new domain names on different options and not all of them are resolving well because out there in the world we have all these e-mail platforms, all these portals, all these home banking systems, website platforms that have been programed to only accept certain, let's say, addresses with certain domain name extensions which are known. Which are the, what we call the legacy like .com, .net or org.

For example, recently in Argentina we have a social network developer who when .social became available, naturally they said this an identity which is much better for us than .com or .net or anything like that. They immediately registered their name with .social and their e-mail addresses they structured with the .social domain and then they realized that when they were sending these e-mails with a new identity, these e-mails were being rejected in many places where the message was "address unknown."

As ISPs, this is something which concerned us very much, and two years ago we went to the ICANN Board and said we have to do something about this because consumers, in general, the public in general, are trusting these new domains and paying and registering a domain name. Then, they may in some cases, they are having problems and it is not working satisfactorily. Basically, we work from the concept that in the Internet critical resources in names and numbers, in the DNS in general, this has to work perfectly; otherwise, we don't have a functional Internet.

The second problem from the perspective of our industry is that when something goes wrong, when somebody has a problem with their domain name and their new identity, they call the ISP and say, "This is not working. This is your fault," the ISP is not providing the service correctly. And that's not true because ISPs do not condition the use of new domain names or internationalized domain names. This happens at the end where you have a program that has been developed and does not include the possibility of new domains.

Basically, this is a very big problem. It's a very important problem and as I said before we went to see the ICANN Board and said we should do something about this. (Is there any water around I could have, please?) We put together, at the beginning of last year, a group called the Universal Acceptance Steering

Group. It has as members some of the biggest companies, such as Google, Verisign, Facebook, Microsoft, and a lot of other volunteers.

This group has been working developing documents basically for all the programming and apps developers industry all over the world, which gives them a tutorial on what they should consider when they develop programs and in the programs they include addressing parameters. In other words, a white list or a black list of domain names that are acceptable or not.

As you can imagine, this is a huge undertaking because the world is very large. You have I don't know how many thousands of people developing software and developing applications who do not know about the fact that we have new domains and that they have to update their information on this.

This working group, which any of you can join by the way, it's an open group which is pretty technical in its work but I'm sure if there are people with technical capability amongst you, you would find it very interesting. You can contribute your voice to all this work that is going on which actually would put you in a group that is actually updating the Internet because that's what they're doing. They're updating the Internet.

Basically, getting back to the beginning of my talk, our group as ISPs and connectivity providers, this is a good example of why

we are here at ICANN. I mean, we participate in the general activities of policy-making but always with an eye on the functional aspect of the Internet. In other words, when we do something this like bringing out a lot of new domains – which I think is a good idea; we needed to have more domain options – we also have to consider making sure that the technical operation of these is taken care of and they work well. That is, I think, a good example of why we are concerned and why were are here and why we are contributing.

Aside from that, I might mention that we also have some pretty interesting activities that we put together in ICANN meetings. For example, yesterday we had a full morning session of a special event which we produced here with the aid of the India High Tech and Internet service provider's community. We had a session on Internet of Things and how Internet of Things relates to Internet in general and the connectivity industry in particular because I'm sure a lot of you have known or are involved with some, let's say, percentage of knowledge about Internet of Things and how this is coming. It's going to be very important in the lives of everyone.

After that session, we had a session on Internet Exchange Points, which is actually what I do in my day job, how these are important also for the ICANN infrastructure. Then, a session on the technical aspects of the DNS in ICANN, which was of interest

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to this community. We had almost 200 people came and most of them here from India and the panelist were some of the biggest companies in India such Tata and Reliance and so forth and Qualcomm. It was an amazing session. We just – it was so rich in content and information.

I would say please feel free to contact us if you're interested in this aspect of the Internet, which is the connectivity and Internet Service Providers. We'll be happy to talk to you. You can join our constituency if you do provide Internet services. We do not have a membership fee at this time. It is free and you always be heard and you can contribute as in every other part of ICANN.

I think at this point, maybe I'd pause and you might have some questions.

[JANICE DOUMA LANGE]:   Thank you, Tony. Any questions for you Fellows. Naveen?

NAVEEN LAKSHMAN: Has the ISPCP thought about adding citizens to the program? Content Delivery Networks.

ANTHONY HARRIS: Yes, I know. CDN [inaudible]. Thank you. That's a good question. Content Delivery Networks. We don't exclude Content Delivery

Networks from our constituency at all. Basically, you're very much a part of us because in our Internet Exchange Points, obviously, the main point is having CDNs. In fact, in our network in Argentina we have 25 IXPs and they all have Google, Akamai, and now Netflix CDNs available.

Thank you for the question.

If there are CDNs interested, obviously, we would have them in the family. That's no problem.

[JANICE DOUMA LANGE]:   We have the question from there and then Galila.

JOHN CHAND: Hi. My question is I'm from ISP background. I work for ISP. How can I join your constituency? The other question, second question is my country doesn't have IXP. How can your constituency help my country to set up an IXP? Thank you.

ANTHONY HARRIS: You can join our constituency easily. I can give you information now when we finish this session if you want or through ICANN you can contact us. We're on the website and there's no charge. If you provide Internet services, you're welcome. You just have to sign up online, that's all.

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As far as your second question, that's not specifically an ICANN activity, but I'd be happy as a person in my personal capacity to talk to you and help you if I can with the question about putting an IXP. Happy do to that.

[JANICE DOUMA LANGE]:   Galila?

ABDALMONEM GALILA: I'm a second-time Fellow. My question will be about IDN, Internationalized Domain Names. You know, for domain names in Arabic for example, it works well. My question will be about Internationalized Domain Names for IDN names like Arabic, it's working well, but for internationalized address, IA, is not working well until now. We need ICANN to support us to ask the provider of [inaudible] to support IA for further versions. This is my comment.

[JANICE DOUMA LANGE]:   Is this a question or comment?

ABDALMONEM GALILA: Comment.

[JANICE DOUMA LANGE]: Okay. Do you have a question? No? Thank you. Any other questions? Fadi and then Ashish.

FADI SALEM: Hello. I'm a first-time Fellow as well. My question is about IDN and not necessarily – maybe, it's just based on your knowledge and expertise might be able to help in answering this question.

In certain languages, IDNs adoption has been very low and it's a well-known problem by the different regional constituencies and groups that are trying to promote more use of IDNs. What, in your view, are the challenges and maybe the areas that these groups can work in increasing the adoption of International Domain Names in certain groups of countries?

ANTHONY HARRIS: The best way you can work is being in touch with the Universal Acceptance Hearing Group in ICANN because, as I say, you have a lot of very qualified experts working on the problem and they are interested to hear about your problems. You can explain where you see these problems happening.

There is, from what I understand, which is something I proposed myself over a year ago, there will at the end of the year apparently be what we call a repository for let's say you know of a case where an IDN address is being rejected, a specific case.

You will be able to present this to an ICANN Help Desk – we can call it that perhaps — and then it will be taken care of.

At some point, there will be an effort to contact wherever the problem is originating – in a bank, in a portal, in an online platform – and educate them to correct this. The best way, as I say, is if you interface with this group because all the expertise is there and it has ICANN support. Obviously, that's one place where you can work these things out very well if you contribute.

ASHISH AGARWAL: Hi. I'm a first-time Fellow from India. My question is slightly off the topic but still relevant. Suppose if an ISP misbehaves in the terms that it disallows certain autonomous system from passing or advertises a very small prefix, that's sort of misbehaving. Is there any International body which can take up such grievances?

ANTHONY HARRIS: We should, perhaps, take that offline because it's completely off ICANN's subject but I'll give you my card. You can send me an e-mail and I'll get you that information. I know that can be resolved.

ASHISH AGARWAL: Thanks.

[JANICE DOUMA LANGE]:   Tony, if I have your permission, we are planning to send the e-mail addresses of all our presenters to our Fellows. If I can put your e-mail there as well, that would be good but if you can share your card that would be perfect, at the same time.

ANTHONY HARRIS: Oh, yes.

[JANICE DOUMA LANGE]:   Any other questions? Yes, please?

DESSALEGN YEHUALA: First-time Fellow. I have a question related to IDN, particularly the readiness of ISPCP in terms of IDN. When it says that level generation [laws] are already being formulated by different generation panel groups for various scripts, what's the plan from the ISPCP in terms of making use of these newly formulated International Domain Names to the wider Internet users and communities?

ANTHONY HARRIS: That's a good question. Thank you. As a constituency, the ISPCP is not going to do this. This is going to be done by the Universal Acceptance Hearing Group, which we participate in. There is a big plan to do outreach. It's already beginning in all the work.

If you have knowledge of places where this outreach can be effectively delivered, all you have to do is sign up with the Universal Acceptance Hearing Group. You can do that. It's no charge. Then present your case. You know of situations where IDNs are not working, you can report that and then perhaps assist in reaching those areas with the outreach documentation which is being produced. Also, they will consider you for outreach activities. In other words, presentations can be made in your country or your city, wherever it is, but this is something you can propose to this Hearing Group. You're free to do that, absolutely.

VALERIE FAST HORSE: Valerie Fast Horse with the Coeur D Alene Tribe from North Idaho in the United States. One of the things I didn't hear addressed in the ISP group, and I'm wondering if the ISP Group works with, is the conversion from IPv4 to v6. It's not very well documented and so for a lot of ISPs, we still run dual systems and we won't completely let go of IPv4 yet. We hang to parts and then we run another one. I'm just wondering if there is any technical

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documents that we can be referred to so we can try to make that transition?

ANTHONY HARRIS: That's a really good question. IPv4, IPv6 – that is something we are extremely interested in because, as I'm sure most of you know, IP addresses are what makes the Internet work. IPv4 addresses are practically – there's hardly any more left. The transition to implement IPv6 is very slow, perhaps even more in Latin America where I live than in the United States. That needs to be addressed.

As far as capacity building or documentation, which you referred to, since you are in the United States, if you go to ARIN – you know who ARIN is? ARIN have Documentation and Capacity Building seminars as every region has. Every region has a Regional Internet Registry. I'm sure they'd be very happy to help you with that but you should go to ARIN. Thank you.

[JANICE DOUMA LANGE]:   More questions? I don't see any hands. Thank you, Tony. Thank you very much for coming.

ANTHONY HARRIS: Thank you.

[JANICE DOUMA LANGE]:   We'll come back to you with a lot of questions.

ANTHONY HARRIS: Thanks a lot.

[JANICE DOUMA LANGE]:   Thank you very much. Albert, if we can to you for 10-15 minutes, just briefly describe some simple things about — I know Tony talked about that, but you maybe tell about more from GSE perspective, Global Stakeholder Engagement perspective. Just briefly while we're waiting some of our colleagues to come in.

ALBERT DANIELS: Okay. If I can just get help from the tech to change the presentation in the room while I put up the same presentation in our room. Can somebody from tech just help me switch this?

[JANICE DOUMA LANGE]:   Do you have in the –?

ALBERT DANIELS: No, no. It's already uploaded. We just need to switch it to the next one if you can on this laptop.

The problem with Universal Acceptance is really a problem of the community not really being prepared for the new gTLDs.

If you can just switch, I don't know what just happened there. If you can just put the second presentation up in the Adobe room. We uploaded it already.

It relates mainly to Internationalized Domain Names, new gTLDs, and the internationalized e-mail addresses. The thing about it is you have these new aspects to the way in which the Internet is used. For example, I think that is Russian in yellow. You see a domain name which ends in Russian characters and in the case of the new gTLD you see a domain name site .example which is longer than what we are accustomed to which is three characters.

If we go back a bit, the first set of domain names that we had all ended in three characters, .com, .org, .edu, and so on. The programmers who were writing programs which would accept domain names in some cases only programmed to receive three characters in top level domain names. When we have these new top level domain names that are more than three characters, like .hotels, .cars, and so on, when those domain names go into these programs that have been written by third-party programmers sometimes the system breaks and you can't actually get to those new systems.

This is what we mean that the new gTLDs, the many IDNs are not accepted by all systems that connect to the Internet. The interesting thing is that it's a software application issue because when you look at the ICANN part, there's no problem with the ICANN part. The domain name system works perfectly. The International Standards work perfectly. Its programmers and other system developers who are using systems or who have developed systems that don't accommodate the IDNs and that don't accommodate the new gTLDs.

The whole issue behind Universal Acceptance is spreading the word that it's important to accept IDNs in new systems that are being developed. It's important that when you have your validation, for example, you don't have a website validation that says that the gTLD has to end in three characters. It should accept all of the new gTLDs. Also, when you're doing storage and any other processing that all of that should accept the systems with the new IDNs as well as the new gTLDs.

The reason why the ICANN community suggested and came up with a proposal for having new gTLDs and for using IDNs is that it was felt that we should be more inclusive in terms of a multilingual Internet. Not everybody uses English, but everybody uses Roman characters. Here in India, in Russia, and China, there are different scripts that are used. Similarly, the next billion users will be coming from developing countries we

know. Also with regard to the growth of gTLDs, if you have systems that are not accepting the new gTLDs, then this will limit the extent to which the new gTLDs can actually grow.

What Tony was talking about is this working group that has been set up essentially to drive a movement of communication to get work done so that the new IDNs and the new gTLDs are accepted by the systems that are built by Chief Information Officers, by software developers, and by others who are using the Internet.

I don't know if any of you have ever encountered problems like to trying to order something on the Internet and shipped to your country and you go down to the list of countries and you don't see your country. If you don't see your country on the list, then obviously you can't ship to your country. It's a similar kind of problems where there's no issue with your country, there's an issue with the person who put that list together or there's an issue with the list that is being used.

The issue of, again, Universal Acceptance is one where we need to understand that it is important that we don't leave anyone out of the use of the Internet. That is with regard to the new gTLDs and the Internationalized Domain Names. The message must go out to developers, software developers that when they are developing their systems, they have to make provisions so

that IDNs will work in terms of websites, IDN e-mail will work, and also that the new gTLDs will work as well.

I think we've pretty much covered this already. The DNS industry is growing and we now have these new aspects to it. There are multiple initiatives underway, and pretty much the most important thing is to spread the message to developers that they need to make sure that IDNs and new gTLDs actually work.

[JANICE DOUMA LANGE]: Thank you, Albert. I think — Nadira, you have a question? Okay. One or two questions we can take.

NADIRA ALARAJ: Thank you, Albert. I always have this trivial question, usual with the IDNs, about the possibility of fragmenting the Internet because of that kind of narrowing each area. It's already there in terms of languages, but now with the IDN it's just increasing the possibility of fragmenting it.

ALBERT DANIELS: I would look at that from the other side. I would look at that from the perspective of the IDN bringing more users into using the Internet because what the IDN does is it allows a user who previously was forced to use Roman characters that we use A to

Zed, they now no longer have to use those Roman characters. They can use their own Chinese lettering or their own Russian lettering or their own Arabic lettering. The IDNs actually bring more users into the Internet, so I would not necessarily see it as fragmentation but rather giving the opportunity to additional users to take advantage of the use of the Internet.

[JANICE DOUMA LANGE]: The last question, Galila?

ABDALMONEM GALILA: First comment, I think [inaudible] users should realize the power of .com and [.net] in their local languages. My question, could we add end-users' trust among ID challenges? If I erected a domain name, for example, in Arabic or write-in, in the browser and this domain name would be transmitted to XN--. I don't trust this. What is this?

ALBERT DANIELS: Okay. If I understand you correctly, the way an IDN works is the Chinese characters or the Arabic characters are typed in on a keyboard that can accept those characters and, as you said, they are then translated into a Universal code that then can be routed through the DNS. You're saying that you don't trust that translation, is it?

ABDALMONEM GALILA: If I didn't see my language inside the address bar, I don't trust it.

ALBERT DANIELS: Yes. I think that one is a little bit out of scope of this discussion. That is an issue that perhaps can be brought up, and I can introduce you to them with SSAC and some of the others, the whole trust issue with regard to the translation from those IDN scripts into the Unicode script that is translated into the DNS.

[JANICE DOUMA LANGE]: Thank you. With that, you will then talk to Albert, I'm sure. With that, I would like to thank our interpreters because we are going to stop now interpretation and thank you very much. Also, I would like to thank our tech people and ask them to stop recording because we are now doing something private internal Fellowship stuff and we'll go for public forum next.

Thank you. Can you confirm that recording is stopped now? Thank you.

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