ICANN
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GNSO Internet Service Providers and Connectivity Providers Constituency (ISPCP)
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Tony Holmes: And open the meeting. Is anybody on the remote of this session? Christian Dawson. It's probably Chantelle. Okay we will have others join us later I think for part of the presentation particularly on the universal acceptance, but we've got a pretty full agenda and we need to make some headway.

So, what I'd like to do is to welcome everybody to this meeting of the ISP and connectivity providers meeting. What we normally do is have a quick round of introductions to make sure everyone knows who we all are. So, I'll start that all off. I'm Tony Holmes. I currently Chair the ISP constituency and I represent ICANN BT. Tony.

Tony Harris: Tony Harris: for the ISP constituency, executive committee and I'm also a representative of the Argentina Internet Association.

Tony Holmes: Maybe we'll start with easy ones that we know. Dan if we work down the back row and then come back up and go down the other side, thanks. That's even better, thank you.

Emily Barbas: Emily Barbas ICANN staff, GNSO policy support.

Man: (Unintelligible) from India.

(Abdul Unintelligible): (Abdul Unintelligible) from Nigeria.

Man: (Unintelligible) system administrator.

(Unintelligible): (Unintelligible) systems engineer, Cisco partner India.

(Unintelligible): (Unintelligible) engineer CPI India.

Man: I'm (Kalian Motif) from STPA in ISP.

Man: I am (Unintelligible) from STPA India.

Man: I am (unintelligible) from STPA.

Suman Lal Pradhan: Hello everyone. I'm Suman Lal Pradhan from Nepal. I represent IST
                 assistant of Nepal and we are a member of ISTP constituency here.

Man: Good evening everyone. This is (unintelligible) from COAI. This is a cellular
                 operators' association. We represent (Etel, Idea, Vodafone, Reliance, Go) all
                 the telco operators.

Tony Holmes: Welcome. So, if we can just go down the other side. I'd particularly like to
                 welcome our new members to this meeting. And if you would like to join the
                 constituency if you leave a business card, perhaps give it to Tony then we'll
                 follow up after. You're very welcome, thank you.

Rick Lamb: Rick Lamb old engineer ICANN staff now. Help develop the DSN employment
                 there.

Osama Tamimi: Hello, this is Osama Tamimi. I'm (unintelligible) engineer at (unintelligible) Palestine a new member of the ICP constituency.

Mark McFadden: Hi. Mark McFadden a member of the ISB constituency and I'm from interconnect communications in Wales in the United Kingdom.

Alain Bidron: My name is Alain Bidron from (Orange) France and I'm ISPCP.

Man: I'm (unintelligible) from (unintelligible) representing also the UB interconnection work associate, dental corporators association.

Woman: I'll repeat. Hello everybody. My name is (Marie William Marquez) working at the (Organge) from France.

Man: I'm (Totesdish) from (unintelligible) from (unintelligible) association.

Woman: Good afternoon everyone. It's (Amir Katani) policy liaison at (JPNK).

Tony Holmes: Thanks, everyone. So, let's get straight into the issues that we're going to look at today. And Rick I believe you're giving the presentation on the key rollover, if I can hand over to you, thanks.

Rick Lamb: Thank you, so.

Tony Holmes: We need to get a presentation up.

Rick Lamb: While this is coming up, like I said my name is Rick Lamb and I'm someone who has developed routers and various things and sold nets and other products to Microsoft in the past. And so, I spent my life doing a lot of startups and I worked government for a while. I feel this insane need to give back to society because I have felt I have been very fortunate. So, that's why

I've been at ICANN for ten years and still have some hair, but very little hair left.

Anyway, I'm going to talk about DNSSEC. Hopefully this will come up and specifically about key role. How many here know what DNSSEC is? Good how many people implement DNSSEC? Oh wow, there's some people that actually do this. I am really impressed. Okay, all right. So, I can skip with a lot of the basics here. Could I go to the next slide? All right, thank you.

So, you know, this talk is just to let everyone know that we are about to change the root key something that everyone you that have resolvers whether it be Unbound, Microsoft, Knot or Bind needs to be aware of. Can I do this? Go ahead, okay. You do classic- skip this, you guys are all experts at DNSSEC, all right. So, very quickly in the past in 2010, we generated this root key. I'm very proud of this effort because I led this and it's 21 people. Eighteen of which are not American, not US, that have physical keys and smartcards to this process that we call together four times a year to those two facilities. Because we're ICANN, we're very transparent. We tell you exactly where they are. That's what happened in that first key ceremony.

You'll notice (Vince Surfan) there as well as some nemesis like (Dan Komisky) and others. You embrace your enemies in order to make things work. So, they're there as well. This was in 2010. It's been working just fine. It's clearly a community effort. It's direct community involvement. We, ICANN, cannot control the root key without a certain number, a fixed number, of these community representatives being there four times a year.

Next slide. So, it worked. Why are changing this? And there have been many that have suggested, well let's just leave this to be our kids' problem, you know, in 30 years. Because we have, right now, 204 8-bit RSA key which could be good for about 20 years, but depends on which cryptographic guys you talk to, you know. I've had chats with (Withfield Diffie) and others and

they have given me various anecdotal evidences about the capabilities of nation states to break keys, etc.

Anyway, no secret's made a secret forever. So, we change it. That's one. Two, if we don't ever go through the exercise of replacing the key, we will not know how to do it when we have to do it. Three, we actually did promise in a formal document in 2010 that we would do it and I believe, you know, when ICANN- one of the best way to build trust is when we say we're going to do something we should do it.

Next slide please. Why this is important and why we're taking the effort in doing this? And we're so lucky to have you guys allow us to talk about this here. Is that about 15% of the world right now actually does DNSSEC validation. That doesn't mean 15% of the world -- of domain names-- are signed. But because of resolvers like 8.8.8.8, how many people know what that is in here? Yes, everyone knows, right? Because of the three guys in New York City that and Google there that wrote the software for 8.8.8 literally three guys, three kids. Anyway, because of that and its popularity, at least 15% of the world is working behind something that actually looks at this root key.

So, we want this to go off without a hitch. We do not want any problems to happen and we have been going through a very careful process and plan with fallback positions all through the plan to do this. But we can't do this alone. It's clearly the ISPs and the resolvers and the resolvers that you run that are going to be effected by this.

Next Slide please. Our documents, our plans all are published at that site. You can look at them if you have some comments, particularly if you see any glaring errors or possible errors, please shout back at us. We absolutely want to know.

Next Slide please. In fact, the process has already begun. We generated a new key just a week ago- a couple weeks ago, October 27th in Washington, DC. And it's not visible in the DNS yet. You don't have to worry about it yet. The first step was to generate the key. And there's the group that generated them and there's a sheet of paper that has the hash of the new key on it and we're all geeks and very excited. So, we all signed the sheet of paper with our individual signatures.

I am told before anyone makes this comment. And I have to apologize. If you look at that picture I'm told it's extremely not diverse. It's all men. And that is problem. We do have a few women that are part of those 21 that, you know, hold various parts of material needed to use the key. And they could not make it to this, but we are going to work on this. In fact, in the coming months we will be looking to start another maybe round of looking for more people that want to be involved in this process because so many of them have said it's been six years. We're tired. They want to leave. We need to replace some of the people of that 21.

You will see a clear announcement of that from ICANN and I encourage anyone in this room because you are all experts in this stuff to apply. We do pay for travel. So, that means at least twice a year- I think about twice a year you will come either to Los Angeles or Washington, DC.

Next slide please. The important dates to remember. The first time you'll start seeing materials show up in the DNS will be September 19th. That's when the packet size will change. It will increase to 14 4 bytes. We've done plenty of research in monitoring. This should not be a problem. But just in case, October 11th drop dead date. Key just switches. So, if you haven't done it by then, things will start failing. January 2018, we actually do something that's called revoking the old key. The packet size increases again. We purposely did this in a delayed fashion so that we would affect- minimally affect people.

Next slide please. All right, this is something just FYI later. I know you can't read it and it's very small. Here's a detailed description of exactly the steps we're taking and when they're happening. And so, if you were going to review one document, I would suggest looking at this picture.

Next slide please. All right, what do we do to make this happen? Well, if you feel lucky, you will do nothing and something call RFC5011 which Unbound, Bind, Microsoft server DNS, you know, on Microsoft server all the major packages support this protocol called RFC5011 which should automatically pick up the new key. You should have to do nothing. But I really would like to insist that at least you monitor what's going on when these new keys start showing up. Do a dig. Hook to the DNS. Look to see if the keys are showing up if something goes wrong.

One of the problems we have seen with this automated update is that sometimes the directory that your main server is running in is the permissions are wrong or it's write protected. So, the change doesn't- cannot be propagated and then things fail. Yes, thank you.

And then, finally we have some tools and tests for you guys to check against. One was written by myself, toot servers. The other one was written by (Warren Kumari) as someone who's part of this community. Works for Google. We will also be announcing other test sites that you can point to, to see if this works. Just as an FYI for example, the very large- some of the very large resolvers like Google's 8.8.8, you don't have to use the automated method. You could just simply look at the new key when it shows up and enter it manually. That's fine with us. However, you want to do it.

Next slide please. That's it. So, here's some contact information. Please join that mailing list. We will make announcements on that mailing list as well as in other places. You will continue to be annoyed by us. We're going to continue to come out and give these presentations just to make sure we can say, we told you so from now until this happens. But this particular crowd I

think you guys are all ISPs. I'm not so worried about you, but if you have any questions, please contact myself if you want. Richard.wilhelm@icann.org. Or go through any of those mechanism and I am certainly open for questions. Thank you, sir.

Tony Holmes: Thanks, Rick. Any questions? Anybody want to raise any points on this? I'll just ask Rick, you mentioned the possibility that there are some problems around or have been some problems. What sort of volume of problems have you?

Rick Lamb: Some of the problems we've seen, of course, this hasn't happened yet. So, we can never predict. But some of the things we've seen is with IPV6 combined with- and we're talking about .005%. Something very small. And this is thanks to some of the work done by (Jeff Houston). I really recommend you type- just Google him and type (Jeff Houston) DNSSEC. He outlines a lot of these issues. But IPV6 sometimes has a certain amount of fragmentation that it causes along with the larger packet sizes and what we have seen of some of the IP addresses where these problems are seen that these are test setups. So, we are very confident that these changes in the packet size which is the main thing here are not going to cause a problem. Also, there are many ccTLDs that already have rolled their keys with much bigger packet sizes. I don't know if that addresses your question.

Man: Hello, (Michael Soro) from (unintelligible). I just wanted to know (unintelligible) it will change the encryption- change the encryption?

Rick Lamb: It will not change the encryption.

Man: Okay.

Rick Lamb: So, we're changing the KSK which just changes what key that the resolvers will use to validate.

Man: Okay, then how will change …

Rick Lamb: Change the signatures. Sorry, go ahead.

Man: Okay then how many implicated (unintelligible) in financial services?

Rick Lamb: How many domains are signed?

Man: Yes.

Rick Lamb: Very few. So, 3%.

Man: Okay.

Rick Lamb: So, people ask this all the time. They say, well who cares about DNSSEC? Only 3% do this. You're right. It could fail. I see this as an opportunity. That's a different talk. But I see it because if there are not that many there, this is as opportunity for you guys-- you entrepreneurial kind of thinking guys-- to file some patents and come up with some ideas.

Man: Okay, thank you.

Rick Lamb: Thank you.

Man: Can I have a copy of presentation? How could it be?

Tony Holmes: We can circulate it to the mailing list.

Rick Lamb: It's completely open. You can do whatever you want with it.

Tony Holmes: Okay, thanks. Dan are you just keeping that warm or did you have a question. Okay. Okay, thanks. And thank you Rick. I don't think there are any more questions, but it's something everyone needs to be aware of, for sure.

So, appreciate that. Thank you. You've given this to a number of groups here. Is that correct? Okay. Thank you.

So, we're going to move down fairly quickly through the agenda because there's a lot on there. The next item is an update on CROPP which is an outreach program. It should be given by Christian Dawson who is going to join us remotely. I know Christian has a conflict across this time, so he's not currently online as far as I'm aware. So, we'll hold that one for a while.

Item 4, I can deal with really quickly. It was an updated on NCPH. So, non-contracted parties house of ICANN, GNSO futures group. And this was basically an initiative that was setup to look at the structure of the GNSO Council. And to try and identify some other options. I know a number of you are new to ICANN and I don't know how you find the acronyms that they use and the structure of ICANN. It's not an easy organization to come into and understand all of that.

But the ISP constituency, we fit within the GNSO. And the GNSO futures group was looking towards options for restructuring. There are very different views in the non-contracted parties house because it involves all of the commercial stakeholders, business interests of which we are part of with the non-commercial side of the house. And because of some of the politics around that, and the voting, there are a lot of complexities and a lot of issues.

What we have decided that it's very difficult to even progress to the stage where we put a lot of options on the table for restructuring. So, that work was stopped at this meeting. I since heard from the non-contracted parties house that some of them want to continue it. I'm not sure that's going to happen. So, that's all I really have to say on that. It's a very quick update of that particular work and the focus of that group.

So, let's move on down to Item 5 which is the phase 2 assessment of the competitives- effects associated with the new gTLD program. Is there anyone

from ICANN currently here to present on this? Yes. You weren't lined up to do that presentation. Okay, we did discuss this a little bit during an earlier ISP meeting here. And I'm sure ICANN (staff) will come along and help with that. I think I'll pause that item as well Mark because it would be interesting to have the ICANN presentation around that. And I know Mark who's helped to start work on a response from this constituency on that issue. So, let's come back to that.

What we can move onto is Item 6 because we do have the people here to address that. And that's Dan and Mark. This is an initiative that's started within ICANN that will really help the work of this constituency and other constituencies. Perhaps for the people whose attendance here is first time at ICANN Dan can I ask you to explain background to this and how it's going to work and we can say where we are? Thanks.

Dan O'Neill: Thank you very much Tony. The document development and drafting pilot program was something was put together by the policy development team here at ICANN. And it was in response to requests that it come from the stakeholder community looking for assistance to be able to participate at a greater level in the drafting of responses to ICANN opportunities.

So, we have developed a program- a pilot program over the last two years really divided into two particular pillars. Of which I'm very pleased that the ISPCP has stepped forward to participate in. And then the second program is broader for all the communities.

So, let me just quickly talk about the second one and then we'll come back to the one that the ISGCP is involved in. The second program is looking at the particular PDPs that come out from ICANN on a regular basis. What we're looking to do is over a period of time look at 15 or 20 of these particular PDPs that have come out. And to be able to develop a primmer document on these particular opportunities.

The idea is to utilize this primmer as an opportunity to more fully explain to the stakeholder communities what that opportunity entails. Give a sense of the background of the issue, other issues that have been associated with it that have been commented on, and analysis of the issue. And then also looking forward as to potential outcomes of that issue and those communities that might be most directly impacted.

The idea is that communities can use this for a full range of issues which first and foremost is just to engage them and engage their broader communities in understanding what these issues are and generating more interest and engagement in those issues. We've also heard back from some communities that saw this as a potential way to engage new members.

As to just to exactly the kinds of things that they are involved in. So, what we're looking to do is find that area between that very brief one-page overview that ICANN provides as part of these PDPs. And then, being careful not to get into the volumes of documents for those that are fully engaged. So, that's the first element is the development of these primmer documents.

The second is much more directly engaged with the stakeholder communities. And at this time, we have five stakeholder communities that have stepped forward to engage in this process. Those are the ISPCP, the IPC, the BC, the registries, and the registrars.

And for those five together communities what we have developed is a program where we will have an individual research writer work with each one of those communities in the area of developing documents, the research required for those documents, participating with the community in terms of formulating what their positions may be, the drafting of those documents, the editing of those documents. So, it is an individual that is going to work directly with each one of those communities.

We wanted to have a singular individual for each community. So, there's no cross sharing of information. Each community can feel assured that that work and those conversations that they are having with their research writer is strictly between them and the community. So, that's a basic overview. I had a wonderful opportunity at the last ICANN meeting in Helsinki to talk with Tony at length about this. Very pleased to have the ISPCP step forward to engage in this. Were now in the process of formulating exactly what some of those priorities are. And I look forward to working with Mark to continue to move that forward.

Tony Holmes: Thank you Dan. Mark did you want to say anything? Because we're started heading down this path earlier in the meeting. Did you want to make Dan aware of that?

Mark McFadden: I think Dan is aware of that. I try to keep them up-to-date. Let me sort of explain what this means for the ISPs. The ISPs, people who have a day job, it's very hard for them to set aside time and write documents that results in public comments inside of ICANN. So, what's really nice about this program is that the ISPs can have a conversation about what our interest is. What our opinions are. Basically, scribble those down with a few notes and send those off to someone who can actually take those and craft them into a document that we can use as a constituency and then send them off as a comment. That something that were looking forward to.

We had gotten started a little while ago. And then a situation happened that was no one's fault. But we had to restart the program. We have someone on board who's actually a technical writer- a very good technical writer who is waiting for us to actually bring those notes, bring those sort of comments together and then send them to him so that he can actually take them and put them into some sort of coherent form. That then we can discuss as a group, right? And then send to ICANN as our comments.

Now what happens here, is to understand the public comment process at ICANN for the people who are new, is that there are public comments for almost everything in ICANN. Any policy change, many technical changes, changes in registry services, there are many- the budget of ICANN- many places we have an opportunity to make a comment on what's going on in the organization.

Make suggestions for changes. Make suggestions they shouldn't do this. Make suggestions that this is going to break the internet and so forth. And this is an opportunity for the ISPs to pick which opportunities to actually do public comments on and then use this resource that's in this pilot program to help us so that we can go back to our day jobs and configure routers for whatever we do in our day jobs.

Anyway, one of the things is that this pilot is restarting for the ISPs and that's why we're having the short presentation here. Earlier this week, the ISPs were together and actually talked about one of the issues. It's on the agenda there. It's not a very sexy one. Number 5. Now read that title, phase 2 assessment of competitive effect. Have you fallen asleep yet? Let me try again here. Phase 2 assessment of competitive effects. You have fallen asleep. Associated with the new gTLD program it's basically someone saying look, we put a whole lot of new strings in the root zone. What was the economic effect of putting those strings in? What was the effect on competition? What was the effect on the economy and so forth?

And two researchers wrote a paper. Is our chance to actually write a comment on their draft paper. We got some comments earlier this week from the ISP community. The person that helps us at ICANN Chantelle Doerksen is going to help us feed those comments back to the technical writer. Going to try to turn those around quickly so that we come up with the document on that. But we also have, in our future, some technical things.

For instance, probably all of you in the room know that WHOIS being replaced or phased out in favor of RDAP. In the process of phasing out WHOIS for RDAP is both the technical and also an organizational problem. And so, the plans for doing that are something that obviously ISPs are going to comment on because it affects our business directly. The change from WHOIS to RDAP and the effects on port 43 and all that.

And so, what we have is a list right now of about four things that we think we're going to do comments on. Working with Dan I'm the liaison to the technical writer and what we're going to do is take comments from the ISP community. The those to the technical writer and work throughout the rest pilot. The pilot goes from now until the end of January. We get to use the technical writer's time in that period help us make those kinds of comments.

And then after January, I'll be responsible to the constituency for giving some comments back to Dan and to ICANN on how well things went. So, one of the things that the ISP constituency is doing is using the resource in a pilot program that Dan's administering to help us is ISPs not have to run the engine of writing documents all the time. Instead, get a technical writer to help us do that, right? We can think about what it means to us as ISPs. What certain issues me to us as ISPs, but use it to help with the technical writer.

So, what I think for the people who are actually in the consistency, here's what you can expect. I sort of expect three, four or five documents to get written between now and the end of January. That will use a good chunk of the hours that we have allocated that Dan's allocated to us for this technical writer. Chantelle and I also have a proposal for a piece of research that this technical writer would do that would take up the remainder of the hours.

And so, between now and end of January, we keep this person pretty busy both with the technical writing that we do for the public comments and also a piece of research which is basically looking through our previous public

comments and making a research library out of it. And I sense that there's a question.

Man: If I may sort of challenge(unintelligible). Thank you all for the (unintelligible) speaking. Now I'm fully with you. Thank you very much to help us here. Just from my experience with regards to public comments and yours as well I'm sure, if you look at- you have a certain period for the public comments, 30 days, 40 days or 90 even maybe sometimes.

What is going to happen is, you know, if you look to sometimes nothing is going to happen on that side unless it's going to the very dead end, you know. That means 3 to 4 days it starts to rise - to flood in the comments because everybody has his own, you know, timeline and looking for there's time enough to start with. So, what I'd like to say is we need some more discipline. Obviously, add to that also personally some discipline to start early is that we need some people to hammer on us. That we are going to do that.

Mark McFadden: So (unintelligible) I'm very happy to be the hammerer. What my tension is at least in the short term- I know Tony talked yesterday about having multiple issue oriented people associated with particular things that are open for public comment. And what my intention is here in the short period between now and the end of January is for each one of those areas of public comments to actually give a short presentation of like three or four slides just like we did for phase 2 assessment that are just here's an overview. Here are the talking points and here are the questions. It's not – I'm not telling what the ISPs should say.

But just saying here's you should think about. It's not a substitute for you reading the documents. It's not a substitute for us being engaged as a constituency. But it's a way to get the conversation started. And Chantelle is helping me early in the process of the public comment window to actually have the materials ready to queue up the ISPs to-- and these are your words-- hammer on them.

Tony Holmes: No, I'm aware well start with that. Please finish with the presentation from ICANN staff but we've got a lot of new people here as well. Even Dan had given a really good explanation as to how the process works. I wonder, building on your last remark, if we could very quickly to show your slides that you presented when we had that discussion initially on that topic, the assessment of competitive effects.

If you can do that, then I think we've completed the whole story and it would be helpful to do that. I don't think Dan has seen those either. So, it would get everyone up to speed not only on how the process works, but a little bit more detail of how we look at each of the issues. We will just pause for a second why you get that set up.

Man: Excuse me, we were passing around a sign-up list. Does anybody have it?

Man: Yes, okay.

Tony Holmes: If you haven't it signed, then please add your name if you would do this. And we have some freebies as well to hand out after.

Man: While we're waiting, I might remind everybody tomorrow we have a special event at 9 AM. It's in the Novotel ballroom. It's a program for ISPs and telcos to do- the first panel will address the subject of Internet of Things and ISPs how they will interact. We have some excellent speakers with whom ICANN has invited. The second panel will be on Internet exchange points, ISPs. And then the third panel will be on ICANN technical issues. And so, please come if you are still here at the ICANN meeting. I think you'll find it a very interesting meeting. And there are some excellent speakers from India who will be participating.

Tony Holmes: Okay, thank you. So, this is going to present on that particular topic just to show Mark the way Mark was talking about this. Basically, provides us with

the issues around which were going to have a discussion and then we feed this back into the documentation program. So, I will leave you to step through your own slides Mark.

Mark McFadden: In background, so the title of this is DPP thoughts, this is just as one person who is a member of the ISP constituency who is effectively a network and security engineer thinking about this document. And talking to other ISPs, other network engineers, talking about what's in this document.

Next slide please, thank you. This is just a discussion document. The idea here was it's not appropriate for one person to tell the rest of the ISPs what to do. That's simply completely not appropriate. But what is appropriate is to get the conversation started. And so, the public comment here is on a document, again, I would not blame you if you fell asleep while I was telling you the title the phase 2 assessment of competitive effects related to the new gTLD program. ICANN seems to do that to the title of every one of their documents. They turned from English into something that you can't read.

But phase 2 means that they've done two studies. One was a year ago. One was right now. Assessment competitive effects means what did it do to the marketplace? And what did it do to the economy? And related effects- effects related to the new gTLD program. This is only the effects related to the new gTLDs program that is part of the global domains divisions work of the last four years, right? It's currently open for public comment and if the candidate for the DPP program.

It's related to an activity inside of ICANN that's called competition consumer trust and consumer choice. The idea is-- and my colleagues will help you if I get this wrong-- the idea is that ICANN went through a process of introducing a whole lot of new strings into the root zone. And before they do anything else, they had to check whether or not they made a difference. Is there something technical wrong with that? Does that have an effect on the root zone? Does that have effect on DNSSEC? Does that also have effect on

competition or consumer trust for fraud or security? All of those things have to be looked at before anyone can assess whether it was a success or failure.

And this report is mostly an economic report. So, frankly friends, I'm the last person that should give any information on it because I'm not an economist. In fact, the joke that I told people was then when I was in university, I took one course of economics and I got a C.

Next slide, please. Could have been worse, but that only shows that I copied off someone who is better than me. So, here's some headline issues. And these are things that people found out about the new gTLD program. And this is just pretty much economics. The average and median retail prices for all gTLDs have decreased over the last year. So, that means if you were trying to register a string in the DNS for all gTLDs, the wholesale price-- not the price that you and I pay-- but the wholesale price that a registrar pays has come down. The legacy wholesale price caps are lower than the ones for new gTLDs. What that means in effect is that the effect of economics on older things like dot com, dot net, dot org and ccTLDs those have price caps that are lower than the new gTLDs. The affected areas that there aren't enough consumers pushed the price cap down on the new gTLDs.

There's been churn in the list of the largest registries and registrars. What that means is we as ISPs hate churn in our customer base. We want the customer that comes to us and subscribes to our service to be a subscriber for life and so to registries and registrars. But unfortunately, in the current environment, they are seeing a lot of churn among the customers.

Legacy registrations have not declined and news gTLD registrations have grown modestly. And I think the two big takeaway the big headline conclusions is that there are no aggregate effect on legacy TLDs by new registrations in the new gTLDs. Put this in simple English for us is ISPs, for us as consumers, for us anywhere new gTLDs haven't had any effect on the domain name landscape.

The next one is the economist who actually wrote this report who presumably got As in economics, right? The economists who wrote this report actually were unable to draw any conclusions about whether or not the new gTLD program has had any effect on competition in the marketplace. That's an important thing here in so I'll say it again slowly. The people who are absolutely experts in analysis of economic markets were unable to draw any conclusions about whether or not the new gTLD program had any economic or choice effects.

Could I have the next slide please? Thanks. So, what does this mean for ISPs? Well it's not at all clear. Now ISPs, let's slow down here. ISPs bear the brunt of some of the new gTLD programs and we're going to have someone from universal acceptance but when new gTLDs don't work, they don't call ICANN, right? They don't call the registrar, right? They call us, right? The helpdesk is us. And so, if the new gTLD program didn't succeed in what it was supposed to do, that affects let's do it together friends- us, right?

So, the phase 2 report is extremely ambivalent about the success of the new gTLD program. And remember from the point of view of the program, this is just about the economics of it. There are many other studies going on, but this is just the economics. ICANN itself says these words. This is one of the key responsibilities in introducing and promoting competition in the- one of its- the new gTLD program- key responsibilities is introducing promoting competition in the registration of domain names.

So, one of the key things for the new gTLD program is that there was competition in the marketplace. One of the things you could say here is that you look at the experts-- independent experts-- who looked at this program, you could scratch your head and say well the experts say that they can't draw any conclusions as to whether or not there's any new competition here. And so, if the experts say that, what about the guy who got a C, right?

Well what about, more importantly, all of us is ISPs who are on the other end of the support calls, right? So, the now the question was for the ISP constituency for the people in the room who make up the people who are interested in being ISPs inside of ICANN, should the ISPs respond to this? Should we actually type something up and say something about this? And second of all- it's a brain melt here. And second of all, economic impacts on ISPs of universal acceptance are significant, but they're not reflected in this report. Let me slow down and say that. Economic effects of universal acceptance on us as ISPs are significant because we get the phone calls. That cost us time-- our staff time-- to answer those phone calls, right? To invest in something like RT to track those tickets that track those phone calls and so on and so forth.

And yet that economic analysis is not part of this paper. Should ISPs comment on that? So, we had this conversation now. Here we go. Were together. So now the question is what feedback can we give to the people who are helping us write this document?

And so yesterday we went around the table and we talked among the ISPs and the constituency and we said look at economic report. Number 1 should we respond? And Number 2 if we do respond what are the things that we should say? And yesterday the people in the constituency gave me some input and said well if you do respond here are some of the things you should say. And one of the things was on universal acceptance. One of the things was on the general mission of the new gTLD program and so forth.

And so, this is the last slide. But I think what Tony was hoping for here was a sort of a presentation on the intersection between the phase 2 report that we are supposed to comment on and how it fits in to this document pilot program that Dan talked about. And I'm done.

Tony Holmes: And that's really helpful Mark. So, the opportunity is there for those who are members of the ICPCP are those are going to become members, there

certainly an opportunity to contribute to that work. For those who are members, you will be able to see the output from this exercise as well. Because that will posted on a website once it submitted. So, you can still track see what came out of this work. And having gone through the step-by-step, this is a really great segue into the whole issue of universal acceptance. Because Mark made the remark that that's an element of this that's really important.

And the universal acceptance working group has now been going for a fair time. I think it's about 18 months. So, one of the important things we want to do here today as ISPs is to understand just what that group is done. The progress that's been made. Things that are outstanding. And to get a good overview of where that actually works. And I'm really pleased to say that we have Lars with us as part of that activity. And this is your opportunity to bring us up to date so, thank you Lars. I think we have a presentation on this as well which we'll just load in.

Lars Steffen: Yes, thank you. Yes, this is Lars. I'm with ECO and UAG. The universal acceptance group.

Tony Holmes: Right, so this is the ICANN activity to address a lot of the concerns which is ISPs we would have to with the introduction of new gTLDs. If we didn't make sure that they were going to be universally implemented in a way that provides access for users.

Lars Steffen: Officially we say it's a community working group that's been funded by ICANN, so that's the way we say it. Good, on the first slide here see the umbrella method, so what it's all about. So, universal acceptance is essential for the continued expansion of the internet. It shows that new domain extensions and email addresses can be used by all internet and names the applications, devices and systems.

So, on the next slide we broken it down into three key messages. So, my point of view, UA provides a gateway to the new million internet users because able to come from regions for languages are not necessarily based on Latin script. So, because we think it enables governments and societies to better serve those populations to the use of increasing numbers of new TLDs and non-let Latin-based language specific domain names including Chinese, Arabic, Thai, and many other languages. And on the long run from our point of view, businesses, governments and organizations have the responsibility to ensure the systems work with the common infrastructure of the internet and that the domain name system.

So, when those parties are UA ready means that their systems and services will work harmoniously with the continuously expanding domain name space and will help set them up for future opportunities and success by supporters and their customers using the customer's chosen identities. And at the end, UA ready websites, applications and services lead to a better user experience because when a company is UA compliant, email addresses and language from any extensions are more likely to reach their destinations and will not bounce. It's good for everybody.

So, we did a survey and for example when you have an email address nowadays is based on IDN@.IDN, that's only a 3% opportunity that goes through. So, that's a lot of work that needs to be done. What we are doing for this. So, when you take a closer look at the website usg.tech you will find on the side documentation, a lot of documents right now. So, we have a comprehensive documentation about universal acceptance general. We have a quick guide that's now available in more than 10 languages. So, it's English, German, French, Hindi, Arabic, Chinese that we use to spread the word. There's all also several FAQs databases that we put together.

What we're doing right now is to work on case studies and some engagement material which I will go into further detail in the next slide. So, when you go to the next slide, yes that one. Since Helsinki, we established a new FAQ sheet.

We published a new FAQ sheet. We have new Q&A. and I working on industry analysis presentation and association articles.

So, now we go into further detail on the next slide. So, the case study program is that next week will present a first case study together with (TH Nick) to give testimonials that are UA ready. So, we identified companies and organizations who are willing to participate. The plan is to publish each month a new case study. And the next one after (TH Nick) will be (AP Nick) and also ICANN and Microsoft are on the queue.

So, the next slide is an analyst engagement. So, we're also talking to (Forrester) direct (unintelligible) and to (IDC). And to get them engaged to spread the word and their customers into their communities. This part is a little bit slow, to be honest. It's hard to convince them to sell some interest into universal acceptance. So, this is the reason why we're also talking to associations on the next slide.

This is the part where Christian is involved. So, we identified a number of' association and organizations we want to talk to. So, I guess the organizations will also one of them. And so, we want to reach out to those associations. In Germany, for example, we have a dedicated association for software developers. We have an association for all the open source management systems and stuff like that. So, those are our target audience right now in the first phase. Software developers who are building the systems who are nowadays implement the problems and to some part of the software, so we want to reach out to them.

Is also when you take a look a closer look at the next slide, media engagement. We also want to talk to organizations like O'Reilly for example. So, my private dream is that you have in every O'Reilly publication, one small chapter with something that Christian always calls the broccoli topics. So, you have universal acceptance. You have IPV6. You have DNSSEC. Also, where nobody wants to deal with together that the next generation of developers is

aware of those issues and those problems and topics and not to continue building them again and again. This is something that we are working on.

The influencer engagement is also something to reach out to people who are well known in their certain branch. So, we identified a number of well-known developers, a certain number of well-known organizations want to help them with first testimonials that you have statements, small videos that you can use for your media coverage and outreach. But also, to get them spreading the word by those people are giving presentations and speeches on a regular basis. So, when they add universal acceptance as one small part of the presentation on a regular basis, we hope that he gets us one more channel we can use to spread the word.

When it comes to how can we help? IPs for example if you deal with universal acceptance like Mark already said, when we have support groups (crests) by end-users and customers at the end of the year we will establish a forum- support forum where you can type in your issues and also you are ready- you email address and stuff like that and create a request for support which will go directly to the ICANN global support who will take care of this.

So, in the first step we want to reach out to the registries and registrars. And when we know how high is the volume of requests or the kind of topics they address and we can evaluate this data, the second phase will also reach out to ISPs and every other company and organization that's interested to use this forum. For internal support but also in the near future to put it directly on the website for example. So, customers and end-users can use this directly when they encounter a problem with their new gTLD, with an IDN and things like that.

Then, the last part is that we are also working on a white paper. That should also cover the advantages from an economic perspective, from a cost perspective. Why should companies, organizations, governments should get the systems here ready? So, we want to identify the regions and communities

that are unserved, underserved are connected but not based on language that is Latin script based. So, we want to include economic numbers.

So how big are those regions, societies, countries? How much would it cost to make them UA ready? How much save to be UA ready for example? Also, want to take a closer look at the cultural value to serve the citizens of those with the native scripts and from statistics, so that you get an economic and cultural overview what we were just talking about. I guess this is something good for us, for the industry and also for our (unintelligible).

So, this is what we are sort of working on. What's ahead is just to give you an idea of the timeline will start with the projects that I just mentioned. And as you can see in November in the middle already we have started with some of the outreach work that I just mentioned and we will continue in December. Then we'll have Christmas time where some parts of the world are not that productive and in general we'll continue to work on this to give you the next update at the ICANN meeting in Copenhagen.

So, this is what we are doing right now. If I skipped something or missed something for somebody in the room is not aware of what we've done before, just raise your hand and if you have any questions, comments or feedback on that what I just presented feel free to raise your hand right now. Thank you.

Tony Holmes: Okay, thanks very much Lars. This is incredibly important because it's something that ICANN hasn't really done that well in the past. Certainly, for an earlier round, a new round of gTLDs a small round that was focused very much specific applications of gTLDs, responsive gTLDs. This effort wasn't made. And ISPs quickly came under the spotlight and it was just at one stage when we were actually blocking access to new gTLDs. And it wasn't the case. It was that all of these other problem existed that stopped users getting access.

But even now, I mean the new program, we've had gTLDs out there now for a while. In this sort of still lacks, to some degree, behind the introductory curve. So, one of the questions I had was in terms of metrics and evaluating where you are with this, getting some metrics to get a good idea of how effective it is, is there anything happening around that?

Lars Steffen: Yes, we have some data on the website. I can send it to the mailing list if you are interested in do that. As I already mentioned, in between we have this certain data where we evaluated different kinds of email addresses. As I said, when you have an IBM, IDN@.IDN only 3% of the systems that we tested can process an email address like that. And when you have different combinations of email addresses, the numbers differ. So, this is something that we put into one paper that we have on the website. I can spread it on the mailing list.

Tony Holmes: So, that information, it isn't just down to report she'll get in of things not working. You actually do qualitative assessment of that as well. Okay, I mean just going down that route a little bit further, was there a target set? Because you also mentioned that it's being implemented obviously in different strings across the world. Do you actually target those regions of the world to find out whether there are bigger problems than others or the IDNs or how is that being monitored?

Lars Steffen: Well, when I talked to (Ed Koffer) for example, we've got working groups where ISPs are gathering. And when I talk to them about universal acceptance, when I did this the first time more than one year ago, was something that went into the direction like okay this is spam. So, there are certain extensions where they said okay 90% percent of emails that come into my system with a certain extension it's just spam, so I can think about- I skip the last two persons and I'm rid of it. So, but that's not the way we want to have this solved.

So, I was talking to them several times and that the last time it was the customer Summit at the certified centers alliance that we had in Germany. It was a different mood. Most of them are email service providers, something different. And after that, some of them came to me. If you can help me, for example, to implement GTS8 to my systems because I already tried and I encountered certain problems like for overload and stuff like that. If you can support me- if you can provide support on issues like that, I can think about and make my systems UA ready for example.

And Christian and me are also working on the blueprint for ISP registries and registrars. That you have a list and the blueprint of systems where you have to take care of as an ISP registries and registrar which have to be UA ready to have a checklist that you can say okay my company is UA ready. So, there's something where I (unintelligible) are just working on.

Tony Holmes: Thanks, I have another question but I will defer Tony.

Tony Harris: Yes, just a couple of things and legally for the people who are in the room for the first time with us, I think we neglected to mention how the universal acceptance steering group came to be. Close to two years ago, ICANN started to launch new (unintelligible) domains. I mean people use to dot com, dot net and now we have close to 1000 new domain names out there. And the first time this was brought to our attention was two years ago in Los Angeles. Where a new gTLD applicant who had new domains out and put them in the market came and showed us what happened when they tried to access home banking systems.

And when they completed the template on the home bank, put in their email address, the email address had a new domain and the response from the bank was invalid email address. Please enter one with a dot com, dot net or a dot org. of these for the biggest banks in the United States, happened with all of them.

So, for this us presented a problem because if the user has that problem he's going to call the ISP and say my service is not working. And it's not a ISP problem. An ISP doesn't want to have that problem and particularly in South America people didn't know about this, the ISP would think, you know, what is this? I've never heard this. So, we had two big problems. One was to get the message out that we had new domains. And the second was to start working on solving this problem.

So, we went to the ICANN Board and from our constituency and finally there was agreement and this universal acceptance steering group was launched close to two years ago with the participation of some of the biggest companies like Microsoft, Google, Facebook. They're all involved.

But I think it's interesting for some of you who haven't heard of this before to know that this is going on in this have to do very much with your business with your daily services. And then just one quick question to Lars, I proposed several times that a repository be put into effect. In other words, I'm a ISP. I have complaints from my users about certain things that are not working. Where can I report this to? And if I report this to a central repository will some action be taken? That was considered in a couple of meetings of this group. Did anything happen with that since then? Is it being discussed? Do you think it's on the radar screen?

Lars Steffen: If I get it right, it would be one part of this were I'm just plain that we are working on this online forum where you can put in your UA issue and that will go direct to support. So, we will launch this at the end of the year for it to be final. And will offer this in the first place to registries and registrars to have a test drive. To take a look at how many requests will get to analyze the data of the requests which directions. What are common issues which are more seldom? And when we know what we're talking about, also in terms of volume, we will spread it also to ISPs and other organizations for their internal support. But also, as I mentioned, you can put it directly on your website for your customers.

Tony Harris: Thank you, that's fine.

Tony Holmes: Yes, certainly.

Woman: If I may, Tony. Thank you very much for this interesting update. So, I am interested in the need of outreach in two areas. One is to the people who actually can help address the problem. So, basically the web developers and the software developers. They are the ones who can actually work on the technical area and address this issue. And the second is the people who may be indirectly affected to it. Which would be the ISPs, our constituencies that we may receive complaints about it. So, within (JPNK) we have channel within Japan to reach out to network operators working on infrastructure. Also, we participate in in (unintelligible) meeting which is with in the Asia/Pacific region. The next meeting happening in Vietnam.

                   So, in case it helps to do the wider outreach with the core message to those infrastructure operators be that, you know, just make sure that, you know, this is happening in case you received any complaints. And this is the situation. There's apparently a website that we can refer to. And in case that people need to file a complaint about it, then go to this website. Would that be the kind of message that would be helpful and needed from the ISP perspective?

Lars Steffen: Yes, absolutely.

Woman: Okay, thank you. And just for your information (JPNK) has now prepared a translation of the UA document to Japanese. I believe you will have more (unintelligible) in Japanese as well.

Lars Steffen: Thank you very much.

Tony Holmes: My question went down a similar path to that as well because certainly the sort of question that (unintelligible) raised really is very hopeful in terms of

ISPs certainly in that region. I think will recognize internet is global. But so many of these organizations that you need to engage with they're not global. I mean their industry associations a lot of them are the best in regions but a lot of them are national as well. I wonder, well to questions really. I wondered whether you had a map of the world where you are trying to put a tick in the box for each area to see how far you've got outreach to those people. Because I know in the past we're trying to get our heads around the first time we encountered these problems.

We knew what our problem was. You just couldn't get to the right people because there wasn't a common body for all the ISPs may come together in regions, but a lot of the application developers, software developers, they really don't. And it was getting a hold of those people that was the problem.

So, I wondered if you had a plan where you try and target certain groups of these in certain regions or countries. So, that was my first question. And second question was for local host here, I wondered if they were aware of that. From your perspective, Lars whether you are doing anything within this ICANN meeting to actually ensure you got the relationship with the people who are now attending ICANN that maybe we haven't reached before. So, to questions really.

Lars Steffen: For the last question, we make sure that we have the Q&A and the quick guide for example available in Hindi for this ICANN meeting. So, we could have something we can give out. Also in Hindi not just in English. So, (Don) was also downstairs at the ICANN booth several times to be available as a contact person to spread the word about universal acceptance.

On the first question, yes it is hard to reach out especially for developers because developers I know are not well organized in associations and other organizations, that's true. That's the reason why we would like to have those ambassadors. So, people who are well known also in the developing community. Because developers I know maybe are not organized in

associations and organizations, but they regularly attend conventions and events like that, where they gather and communicate with each other. So, this is the way we would like to reach out to them through ambassadors who are well-established in those communities and spread the word there.

It's not an easy task. It's very hard, I know. But I think it's the only way to get those involved.

Tony Holmes: Great, thanks. So, there is an invitation I think for all of you. If you come across this problem, then obviously we can provide some information back through Lars and others to provide that outreach to other parts of your community- your local community and broader if you need support in this area. Then there's a lot of information that we can actually provide here.

Lars Steffen: And one point we already identified in China and Taiwan also in India, there are email service providers that are completely UA ready.

Tony Holmes: Excellent.

Lars Steffen: So, we are also in regular contact with them. How far they would like to share their knowledge and assistance also to other regions and to other companies. And so far they are very cooperative, so of course it's advanced. They want to keep a certain point of view for them to get the word spread they are very engaged. Because they already know it only helps in the long run if everybody is UA ready. Otherwise they would keep their customers in a too narrow space.

Tony Holmes: Has the session- the public session on UA, have we missed that? Has that gone or is it in a program coming up?

Lars Steffen: We just missed that.

Tony Holmes   We just missed it. We're behind that, okay.

Man: I think we have got a question from (Robin) who is (unintelligible). The
                  question is the reason behind why ISP are not providing public IPs.

Tony Holmes: Why we're not providing public IPs? I don't quite understand. Right, okay. Oh,
                  okay now I get it, sorry. Okay, so it wasn't linked to the UA, this discussion.
                  Okay, well thank you Lars for the update. I mean will keep, I'm sure, having
                  updates because it's incredibly important. And I assume that some of the
                  lessons learned from this will also feed back into the big picture when we look
                  at future rounds as well. It's quite a strong part of that. Thank you.

                  In terms of completing our agenda as ISPs, and as a ISP constituency, we do
                  participate in the policy formation within the GNSO. And we have our two
                  reps hear from Council. This is your opportunity to tell us anything that we
                  need to know prior to the Council meeting. We had lots of discussion around
                  one particular issue. I don't want to go into depth around that one. We
                  probably gone into that. But if there's any other aspects that we as
                  constituency members need to be aware of before Council meeting, I open
                  up for you to tell us.

Man: Yes, thanks Tony. (Unintelligible). So, many of you saw this. We started on
                  Thursday for our internal discussions here at this time, you know, it's kind of
                  with regards with what is going to happen on Council tomorrow evening or
                  the decisions to be taken. (Unintelligible) to cut several times, you know with
                  the items. We have these (unintelligible) items so, but which is going mostly
                  maybe, you know, it's going to be decided tomorrow evening. So, other
                  issues we have for other motions we have at the table which are not so- one
                  is that I could inform you about is we have installed the regular liaison
                  between GNSO and GAC right now.

                  So, you know Mason Cole used to be the one. So, now it's going to be
                  appointed to Carlos. He's going the one and he's really- he's the best one to
                  do that because he used to be on GAC as well before that. So, that is not

contentious around that. The other thing was with regards to be internet governance cross community working group. There is a motion at the table that the GNSO is going to be withdrawing from that group as a chartering organization. But I heard there was some discussion between the ccNSO and the GNSO about so that would lead likely to a withdrawal or least deferral of that motion. You know, to give more space for the (unintelligible)- more time. So, that's what's going to happen with that motion.

On the other hand, there is nothing else really contentious that we have to. I also would like to invite you just, all the participants, to come to that meeting tomorrow afternoon- late afternoon. There are two parts of the meeting. The first part is real work to be done, which has been done. And the second part is to elect a new Chair for the Council which means there will be a reelection of James Bladel. And then to seat the new councilors.

Tony Holmes: So, my understanding it's 13:45, 15:00. Yes. Just, go ahead Tony.

Tony Harris: Are you addressing?

Tony Holmes: Well (unintelligible) did pick up on one issue that's well phrased and that was the issue that we haven't discussed in the constituency. The Council, rather GNSO withdrawing from the Internet governance as a charter and organization. We haven't discussed that. Personally, I have some issues with that. I don't see why that should happen. If it's off the table, we've got a chance to come back after and talk.

Man: It's likely to happen. It's going to be deferred.

Tony Holmes: So, we'll put that on our agenda for the next call because I would like to understand that an awful lot better before ascribed to that and Tony.

Tony Harris: I have good news. You might be interested as new participants. ICANN will soon be giving out a lot of money. There's nobody from ICANN I hope going.

No seriously, there has been a process with the rollout of new (unintelligible) domains. Several have been in contention. We've had several applicants, for example for dot inc. we had 11 applicants. So, who gets dot inc? Who gets that franchise? That means if you have a public auction, which ICANN conducts and the company or the applicant that puts in the most money keeps the franchise and ICANN keeps the money from the auction.

Well, all that money today is close to $300 million and ICANN has decided to implement a system where people can apply to use some of that money for something which will improve the Internet will which will have to be related to what ICANN is about, the Internet core resources, improving- some project that will be useful for the community in other words. Right now, we've finished the first step is drafting a charter. The charter is how the working group will do that work.

And there will be a call for working group probably before the end of the year for anybody- well not anybody, will be a call for participants from the different organizations within ICANN. And that group will define the system by which there will be a call for proposals. So, perhaps any of you might have a good idea you can propose to get funding for that idea from this fund which will be implemented and offered.

I thought it was an interesting thing to tell you about. Thank you.

Tony Holmes: And like everyone suddenly sat up when he said ICANN has lots of money to give away. But if you have any thoughts on that, you're welcome to submit them to the constituency and we can have some discussion around any proposals that stand out pretty well. The only thing we haven't covered. You have some money with you?

Man: No, I'm saying a totally different thing. For the (unintelligible), it's really right to use the auction proceeds to something that does good but, you know, the auction process is now it just the beginning part of the discussion and we are

working on the how to draft the charter and that kind of thing. We really are in the beginning part and discussion will involve a lot of important topics like, you know, who can take that fund or what kind of purpose we can spend that money on?

So, I don't think it will be concluded in a very short period but long. So, please be persistent to do that. If you want to be involved in it, please involve in the auction proceeds working group and then your voice will be heard there. Thank you very much. By the way I can remind I'm from (JPNK) and incoming member for ASO appointee, thank you.

Man: Fund are available? Somebody who knows.

Tony Holmes: Yes, so the only thing on our agenda we haven't covered is the CROPP program. The CROPP program is basically a program within ICANN that helps us as a constituency to do outreach. And it was on our agenda because Christian Dawson whose name was against it and was hoping to join us remotely had some proposals to make for the next year's funding that would help provide outreach. Without Christian it wouldn't be appropriate to take that. So, will postpone that to our next meeting which means we are just a couple of minutes over time. And the only thing we had left other than that was if anyone wanted to raise any other business.

I'm not aware of any other business. So, with that we can conclude this meeting. And I very much like to thank the newcomers to this meeting. You really are more than welcome and we hope you got something out of it. And if you are ISPs and you're able to join us and please make sure you contact Tony before you leave.

So, thank you everyone. We'll end the meeting.

                                END