COPENHAGEN – ccNSO TLD-OPS Standing Committee
Sunday, March 12, 2017 – 13:45 to 15:00 CET
ICANN58 | Copenhagen, Denmark

UNIDENTIFIED MALE: It is Sunday, March 12th, 2017 in Hall B41 for the ccNSO TLD-OPS Standing Committee 13:45 to 15:00.

CRISTIAN HESSELMAN: So, I propose we go ahead and start.

Thank you. So, there was the echo.

So, welcome to the TLD-OPS meeting. There's something happening. Can I go back on the slides because there's a slide missing I think?

UNIDENTIFIED MALE: [Inaudible].

KIMBERLY CARLSON: A little bit better?

CRISTIAN HESSELMAN: Yeah. Back one more, and another one. Okay.

EN

So, this is the TLD-OPS Standing Committee meeting. Can I forward somehow?

KIMBERLY CARLSON: You [inaudible].

CRISTIAN HESSELMAN: Oh, there it is. So, this is the agenda for today. We'll be talking about the regular items on the agenda but also preparing a brief introduction on TLD-OPS in case there were people who are unfamiliar with it.

KIMBERLY CARLSON: Yes.

CRISTIAN HESSELMAN: Yes. So, at least one person is not familiar with it, so I'll go through the introduction real quick and then we'll proceed with the kind of standard agenda items on actions points and operational issues. Then, we have the discussion document, which is the Membership Update Procedures. I'll basically go through that page by page, go through the red lines and try to move forward on that one.

And then, we'll also have a discussion on the objectives for ICANN 59, so that's going to be the next ICANN meeting and

briefly touch upon the results of the TLD-OPS membership survey that we conducted at the end of February and the beginning of March. And when we'll also go through the highlights of the TLD-OPS workshop that took place this morning. Okay.

UNIDENTIFIED MALE: That's a big agenda.

CRISTIAN HESSELMAN: Yeah, it's a pretty large agenda, you're right.

Okay. But first of all, let's go through the TLD-OPS introduction. Here we go.

TLD-OPS is the global incident response community for and by ccTLDs and it's open to all ccTLDs on the planet. We started out at the ccNSO but we're also open to other ccTLDs who are not with the ccNSO. And we're currently around 330 people who are responsible for the operational security and stability of their ccTLD and they represent 187 different ccTLDs, which corresponds to 65% of all ccTLDs out there.

And, the goal of the community is to basically enable TLD operators to collaborate and mitigate incidents that may affect them or that may affect the operation of the wider Internet.

The purpose of TLD-OPS is to extend members' existing incident response structures and not to replace them. So that's important to emphasize. It's something that's an add-on to your local processes and tools, and procedures that you're using in your ccTLD to defense off incidents.

And this whole initiative is being guided by the TLD-OPS Sending Committee, which consists of six people from different ccTLDs covering all geo regions and also liaisons to SSAC, IANA, and ICANN's security team.

So, TLD-OPS basically consists of two parts. One is a membership to the TLD-OPS mailing list, which generates a monthly e-mail that looks like this, what you're seeing on the screen. And, the contents of that e-mail consist of the incident response information of all the people currently on the TLD-OPS mailing list.

So, this mail gets generated every month and everyone's contact information is in there. As you can see down here, there's two examples. So, it's phone number, e-mail address, name, first name, last name and so you can keep this e-mail in your inbox and if something is going on and you need to look up the contact information of your peers, you can just go through your e-mail and find that person's phone number and e-mail address.

So, as I said, we currently have 330 subscribers covering on 87 ccTLDs. Oops, wrong button. Sorry about that.

The other goal of the TLD-OPS is to share security alerts and queries, and to help each other. Here's a quick overview of the security alerts that we had on the list since the beginning of January – since the beginning of 2016. It's not a lot as you can see. But still it's enabling the members to help each other and to become more aware of security alerts out there.

So, these are the stats. We already talked about that.

In summary, TLD-OPS is the opening global incident response community formed by ccTLDs. We built on a standard mailing list so the entry barrier is really low. We enhance your local incident response facilities and we don't replace them. And basically what it does is it increases your reachability and security awareness because you have everyone's e-mail addresses and phone numbers in your inbox, and you're able to share security alerts on the list. And it's really easy to join, which is a procedure that involves your IANA administrative contact.

Okay, are there any questions on the introduction? No? All right, thank you.

UNIDENTIFIED MALE: We do the first hour.

CRISTIAN HESSELMAN: We'll do it later on.

UNIDENTIFIED MALE: Well.

KIMBERLY CARLSON: [inaudible] now while it's fresh.

CRISTIAN HESSELMAN: So, with that finished, let's have a look at the action points. Oh, I forgot to send you the PDF I think with the action points.

Actually, they are not that many. So, the first one is to reach out to regional organizations, which is an action point that's with me and there's still some work to do. We presented TLD-OPS at the APTLD Meeting last week, March 2nd. So, that's an event for the Asia-Pacific Region and we're still someone in contact with people from the LAC region to provide a webinar there. The [African] region is more difficult at this point.

Then there's two action points for updating the leaflet in the website and that also still needs to be done. And then, action point 57 is to provide an update of the draft TLD-OPS membership procedure that was done and we'll talk about that during agenda point number 5. And also the last one is to write a

summary for the last TLD-OPS call, which was on March 6th and I also still need to do that because I will combine it with a summary of this meeting. Okay.

Agenda item number 4: TLD-OPS status and operational issues. Anything to report there, Kim?

KIMBERLY CARLSON: Nothing since our last call.

CRISTIAN HESSELMAN: Okay, thanks. So then, let's go to the Membership Update Procedure. And that's a different document. I should probably enlarge it a little bit and one… Oops, that's too much. Go on 250. Can we all read it?

UNIDENTIFIED MALE: Yeah.

UNIDENTIFIED MALE: Okay.

UNIDENTIFIED MALE: [Inaudible].

CRISTIAN HESSELMAN: Excuse me.

UNIDENTIFIED MALE: [Inaudible]?

CRISTIAN HESSELMAN: Oh, yeah, the comments, right? Sorry about that. You're right. So, let's go back to 200. Let's hope that fixes it. Yeah. Okay.

So, this is a revision that I did yesterday based on feedback from Jaques, Erwin, and Kim Davies. I made a few optimization to the text in the terminology section but that's basically fine tuning.

Then we have the general procedure for updates, which means that if a member requests an update for the TLD-OPS membership, joining TLD-OPS or changing the contact information of security and stability contacts, they need to send an e-mail to the ccNSO Secretariat with their IANA admin contact in CC, which is very similar, actually, the same procedure that we're using for joining TLD-OPS.

Something I added here is that if you're already on the list and you're requesting a change, then you must submit your request from the address that you're using on the list, so that we know that the person is actually the person that we talk with previously. Okay.

UNIDENTIFIED MALE: Can we change their e-mail address?

CRISTIAN HESSELMAN: Excuse me?

UNIDENTIFIED MALE: Can we change their e-mail address or just CC the admin?

CRISTIAN HESSELMAN: I'm not sure I understand your question.

UNIDENTIFIED MALE: Well, if the contact wants to change his e-mail address, I just thought about this, then they could change it just by CC-ing the admin contact without approval?

CRISTIAN HESSELMAN: Yeah. I hadn't considered that scenario yet, so that is probably something we need to include. Yup. Good point. Can you make order of that Jacques?

JACQUES LATOUR: Yup.

CRISTIAN HESSELMAN: So, and I added to this paragraph that people should not try to change their membership through the membership options log-on page of the mail main server because then we'll lose the naming convention that we're using.

A question for Kim that's in here is if this procedure would be doable for you because it would mean a little bit of change depending on how you're doing now. Yup, okay. Okay, good.

So then I included a small section on what we mean by contact information and I did that so that I didn't have to repeat it again afterwards when we discuss the actual procedures. So, in this paragraph, we emphasized that we're dealing with personal information, so that people need to join the mailing list with their first name, last name, mobile phone number, and e-mail address, and why we require this.

Oh, by the way, I also added down here is a second paragraph a recommendation for members to use a secondary e-mail address that does not end with the extension that we're actually working with. So, if you're a ccTLD X, you may want to use – one of the e-mail addresses you're using on list, maybe one that ends with yahoo.com or gmail.com or something like that. This was also brought up during the workshop this morning by the way.

ICANN 58
COMMUNITY FORUM
COPENHAGEN
11–16 March 2017

Yeah?

UNIDENTIFIED MALE: I think what people meant was to have two addresses on the list. So, that's your primary address be your own address at your at your TLD and I have the second address if that one is unreachable, so you can still be reached instead of having a Gmail address for everyone.

CRISTIAN HESSELMAN: Oh, okay. So that would be per person two e-mail addresses?

UNIDENTIFIED MALE: Exactly.

CRISTIAN HESSELMAN: Oh, okay. Yeah, that would be possible, too. That would mean we'd have to collect some additional information though if we would do that. Okay.

JACQUES LATOUR: Do you have that in [inaudible]?

CRISTIAN HESSELMAN: Yeah. Sorry, Jacques, please.

EN

JACQUES LATOUR: So, is that something [mailman] can support? Whatever you can use it?

UNIDENTIFIED MALE: You can have e-mail addresses that don't receive e-mail I think. All the mailing software can do that, so you can subscribe but not get e-mail on that address. But for somehow it still needs to be on the list we send out everyone. So we have to look into that how we [inaudible] into that but I think it's a good idea to have two e-mail addresses for everyone.

CRISTIAN HESSELMAN: Yeah. So, can we perhaps create an action point of that for you to look into it?

JACQUES LATOUR: Thank you.

UNIDENTIFIED MALE: You're welcome.

JACQUES LATOUR: And I volunteer, Fred.

CRISTIAN HESSELMAN: Are you taking notes? Okay, thank you. And you had a question, too. Please.

KIMBERLY CARLSON: Are you going to send this request to the existing members?

CRISTIAN HESSELMAN: Something to think about. Or maybe just do it for the new members. I don't know. Or, we could just announce it on the list and ask people, "Okay, if you want to sign up with an additional address, then please go ahead and let us know."

UNIDENTIFIED MALE: Onboarding.

CRISTIAN HESSELMAN: We need some on-boarding, that's right. But if we have the action point marked down, then I'm sure we'll think of that again.

Okay, there is a question from the audience, which is a very good one. How do you validate the secondary address? Yeah, we'll need to think about that a little bit.

UNIDENTIFIED MALE: Exactly. Then we'll [inaudible]. We have to have an onboarding procedure including security.

CRISTIAN HESSELMAN: Yup, good point. Thank you.

UNIDENTIFIED MALE: Were you volunteering?

UNIDENTIFIED FEMALE: Was I volunteering to validate? No. I think you should just use SMS or something instead of a second e-mail address. You have their mobile phone number.

CRISTIAN HESSELMAN: Yup. That's a good suggestion, too. Yup. Okay. Thank you very much.

KIMBERLY CARLSON: That's a good point.

UNIDENTIFIED FEMALE: You're welcome. Anytime.

CRISTIAN HESSELMAN: Okay, so that was an excellent feedback from the audience. That was great.

So, let's proceed to the next page. What I noted here is that each ccTLD can subscribe up to three context but that was already known information. And then I gave a brief overview of the different updates that members can submit and basically the key elements that I need to keep in mind. So I didn't want to spell them out one by one in long, in the extensive wordings. I just wanted to highlight the key elements here for joining TLD-OPS, for adding and removing security and stability contacts, and for actually leaving TLD-OPS.

Then we had a suggestion from Kim Davies and that was to regularly audit the addresses on the mailing list – for instance, capture situations in which leave the ccTLD that they're with. Yeah, he also makes a proposal down there through a quarterly e-mail. Oh, yes, Jacques, please.

JACQUES LATOUR: So, this kind of validation, we need a better system that what we have today. So, for all our contact database, the ones in IANA, then we could integrate scripting to validate all of this with the known contacts in IANA instead of you manually checking with the contact and all of this. There's no automation. So, we're at

the very basic level but if we want to move one notch up, we need to integrate better.

CRISTIAN HESSELMAN: Yeah. I simply copied that from Kim's e-mail just so we'll have the discussion here. This is not a proposal to be included in the document yet, so perhaps we should just take this out for now and discuss it within the group and then maybe try to take them up with the ways to validate e-mail addresses more automatically and then adding to the document again. Okay. We'll do that.

And so then, we have a discussion on bounce processing, which is actually what started this whole document in which we specify how we deal with bounces. Let me look that up.

Yeah. So, the procedure that we now have in place is that if we receive a bounce message that the ccNSO Secretariat actively contacts the ccTLD in question and tries to resolve the issue both through the stability and security contacts, as well as through the IANA administrative contact, and which we ask the ccTLD to fix the problem before the end of the next month, right?

So, we try to follow the heartbeat of the automated e-mail messages and then we have a piece of text that we hadn't really discussed yet I think. And the proposal here is if the members' e-

mail address continues to bounce after two months, that we then remove that person from the list. So will take longer than the current situation in which people are removed from the list automatically if their e-mail bounces, and the new proposal would be to keep everyone on the list for two months. And if the e-mail address still bounces after two months, then the Standing Committee gives the explicit go to remove that person from the list. Would that be acceptable for everyone?

UNIDENTIFIED MALE: Yeah. It's manual.

CRISTIAN HESSELMAN: Yeah. Fred, please.

FREDERICO NEVES: Besides the fact that the bounce will need to be processed manually, yeah, I think it's acceptable.

CRISTIAN HESSELMAN: Yeah. I don't think it's happening very often, is it not? It's occasionally. Yeah. So, what we want to try to avoid is that people get removed from the list automatically because they had a network outage or something like that and that we had to

go through the onboarding procedure all over again. So, this basically would tackle that.

Okay. So, let's do like this. I'll rephrase a little bit to reflect this decision. Okay.

Then we had a piece of discussion down here, which is more of mailman configuration. And the question here was how to configure the mailman setup so that we accommodate this new procedure? I think you were looking into that, Erwin. Your comment is down there.

ERWIN LANSING: What did I say?

CRISTIAN HESSELMAN: I'm not sure. I'll look it up for you. Yeah, we actually need somebody to reconfigure the mailman settings, so that the people no longer get removed automatically from the list but perhaps that's trivial.

JACQUES LATOUR: That's easy.

CRISTIAN HESSELMAN: That's easy? Can you do that?

JACQUES LATOUR: I can do it right now.

CRISTIAN HESSELMAN: Okay. All right. So we have that covered.

JACQUES LATOUR: We have that covered.

CRISTIAN HESSELMAN: Okay, thank you, Jacques, for doing that.

Okay, so then, I will also just simply delete this part because we no longer need it.

JACQUES LATOUR: So we're turning it off officially?

CRISTIAN HESSELMAN: Yup. Okay. So that brings us to the end of the document. I think that with a couple changes we can actually reflect the discussions that we had here today.

UNIDENTIFIED MALE: [Inaudible].

CRISTIAN HESSELMAN: Okay. Well, we haven't really done that yet.

UNIDENTIFIED MALE: But we talked about it.

KIMBERLY CARLSON: So you did consider?

UNIDENTIFIED MALE: Yeah, we considered alternative including texting and stuff like that.

CRISTIAN HESSELMAN: But we didn't really actually implement it.

UNIDENTIFIED MALE: No.

CRISTIAN HESSELMAN: No.

KIMBERLY CARLSON: It's just the e-mail. I don't know about you guys but everybody's e-mail get so full.

EN

CRISTIAN HESSELMAN: Yup. And I think this was also one of the things that came up this morning. We had a workshop this morning and one of the suggestions that we received was also to use other types of notification channels, if you will, because I think that's what you're saying.

KIMBERLY CARLSON: Yes.

CRISTIAN HESSELMAN: Yeah. So, maybe we should also look into that again.

[JACQUES LATOUR]: So, the main goal of the working group is to create a contact repository. So I've [inaudible] repository of contact and also attributes. I don't know if you can do that in other applications and then notify the user based on a regular basis, so.

CRISTIAN HESSELMAN: You could if you were to develop an app for instance on your phone. And that will basically import the list and then notify you of any changes for instance. But that would be a little bit more complex.

ICANN 58
COMMUNITY FORUM
COPENHAGEN
11–16 March 2017

UNIDENTIFIED MALE: So, one of the suggestions this morning was a [Java] room as well because that's also fast as an e-mail in case someone is under an attack. We can't wait to go back and [inaudible] the e-mail. It's much easier and much faster, and that might actually be much more doable.

[JACQUES LATOUR]:   And with the budget constraint that we have, it's pretty much what we can do.

CRISTIAN HESSELMAN: You mean, the zero budget?

[JACQUES LATOUR]:   That's right.

UNIDENTIFIED MALE: That's not zero. [Inaudible].

CRISTIAN HESSELMAN: Okay. So, I think this is something that's worth looking into at some point. Did you mark that down, please?

EN

UNIDENTIFIED MALE: Yeah.

CRISTIAN HESSELMAN: Okay, great. Thanks. So, thank you for the feedback from the audience.

So, let's go back to the agenda. Can you put that back on?

Okay. So this was agenda on item number 5 on the update procedure. Then, objectives for ICANN 59, I have a proposal here but I would also like to hear what the other Standing Committee members would like to suggest.

[JACQUES LATOUR]: I guess the main thing for ICANN 59 would be to redo a similar session, a workshop, close to members only and pick a topic of interest. Today was broad. Maybe do a topic on what's best practice documentation that we need to develop and try to create a community engagement on that level. So, I think we should redo what we did this morning and we can't say what we did but we did.

CRISTIAN HESSELMAN: Yeah. Well, what we can say is that the topic was how to fight DDoS attacks.

UNIDENTIFIED MALE: Yeah.

CRISTIAN HESSELMAN: So, perhaps, the topic for the next workshop should be different, another more focused topic perhaps but following the same format that we used this morning, which went very quite well. Yeah.

UNIDENTIFIED MALE: We definitely need to have a members only session at every ICANN meeting. We have to just decide what topic it should be.

CRISTIAN HESSELMAN: Yeah.

UNIDENTIFIED MALE: I think we can do DDoS again if we can give it a more regional focus in [inaudible].

CRISTIAN HESSELMAN: Yeah, that's also possible, right.

UNIDENTIFIED MALE: That we can do one big topic three times, one big topic for every year, yeah. Oh, and the social event.

CRISTIAN HESSELMAN: Oh, I'm hearing sponsorship offerings.

UNIDENTIFIED MALE: Only [in Denmark].

UNIDENTIFIED MALE: We hear [inaudible].

CRISTIAN HESSELMAN: Yeah. So, my other proposal would be to – well, at least finalize the membership update procedure, which we just talked about but that's relatively easy. And also we need to put the results of today's workshop into action, so see what comes out of that and what we can do with it. Also I would like to at least strive for having three more members on the list. It's not going that fast and we cannot really influence it that much but perhaps we can do some sort of outreach through this webinar with the LAC region for instance, which will hopefully then give us a couple more members.

So the increase in members was really steep at the beginning but it's topping off a little bit and now we're seeing that we need to put in much more effort to get new people on board. Yeah.

Okay. So, I will basically combine that in a slide for the ccNSO update meeting on Tuesday, that these are our goals for ICANN 59. Okay. Great.

Agenda item number 7 is on the TLD-OPS membership survey that we conducted last month. We have the preliminary results. Could you put them on, Kim, please?

So, we basically asked the TLD-OPS members two types of questions. One group of question was on how do you integrate your TLD-OPS in your daily operation? And the other one was what do you think of TLD-OPS in general so that the TLD-OPS Standing Committee could do even better job than we do today?

We haven't seen these stats yet, so maybe I propose we just go through them one-by-one quickly. So, this one is how do different security and stability contacts receive messages from the mailing list? And well, as you can see the vast majority, you just receive them in their inboxes on their laptops or PCs and mobile phones and that sort of stuff. So this was not that shocking I think.

UNIDENTIFIED MALE: No.

CRISTIAN HESSELMAN: Oh, let's move on to the next one. This is where people archive the messages that we send out. What's important here is that we don't get members who delete these e-mails because then we would lose the whole purpose of TLD-OPS at least in terms of the contact information.

This is a question about where they keep their messages? Most of them keep them in their inbox or in a personal folder, so that's not too shocking either.

Well, most of the respondents archive all the messages, so they have that information readily available, which is good too I guess. And this one was actually important because we assume from the beginning that if you would have the e-mails in your inbox, you would also be able to look up contact information while you were offline for instance in an emergency situation. But then, of course, you will also need to have local – you need to run your real client locally. And fortunately, what we can see in this graph is that people use a local application on their laptops to access their e-mail and not something like Citrix or VNC server, which is [in purple]. Because that would not work if you were offline, so that's the reason why we ask this question.

By the way, you can see that number of respondents roughly is around 45 to 48 between in that region.

So, this is what we talked about previously. How many people of your ccTLD subscribe to the mailing list with a different extension than your own? And, that was not a whole lot because most of the people answered zero, 91%. So, this is something that we need to take into account for instance by – let's say allowing people to provide a secondary address one per person, which is what we talked about previously.

Then a question on how often have you been aware of security alerts that you could have shared on the list? As you can see, people are aware of it sometimes but most of the time, they're not. I'm not really sure how to interpret that.

UNIDENTIFIED MALE: It means [Inaudible] look at the e-mail.

CRISTIAN HESSELMAN: Maybe they don't have that many other sources.

UNIDENTIFIED MALE: Well, now, this is going to be –

CRISTIAN HESSELMAN: Now, this is –

UNIDENTIFIED MALE: You could have shared.

CRISTIAN HESSELMAN: Yeah.

UNIDENTIFIED MALE: They're all perfect, so nothing to share.

CRISTIAN HESSELMAN: Yeah, well, there's a different – there's another question down the line that may be relevant here.

UNIDENTIFIED MALE: Yeah.

CRISTIAN HESSELMAN: Actually, that's this one. Well, what's the main reason for not being able to share these alerts? So, people said it was false alarm or [inaudible] information, that sort of thing. Yeah. There's not a whole lot we can get out of this slide either.

So this coordination, people would mostly coordinate before they would actually share a message on the TLD-OPS mailing list, which is what we would expect.

This one is important, too. How do you guys rate the added value of being a member of TLD-OPS? It's mostly high or medium and fortunately it's not – no added value or low or at least not that often, so –

UNIDENTIFIED MALE: They did [inaudible].

CRISTIAN HESSELMAN: Excuse me?

UNIDENTIFIED MALE: Those with [zeroed in] reply.

CRISTIAN HESSELMAN: Yeah, maybe, I don't know. People didn't think that this had an added value. I'm assuming they would also have let us know.

So, how often do people actually use the lookup contact information and what's not that often as you can see here three to five times. So, not that often but it's also something you would expect.

This is something we don't need. How many people of your ccTLD are actually on the TLD-OPS mailing list? So, it's one, two

or three. One, two or three is the maximum, so most of them are on it with three or two and a couple with one, so that's right.

These are more suggestions but I don't think we need to go through with that. Okay. And we can switch back to the slideshow, please.

Okay. So, these were the preliminary results and we will also be sharing it out on the TLD-OPS mailing list shortly but first we'll have another go with how to interpret those figures.

Okay, then, the final topic in terms of things we need to talk about is the TLD-OPS workshop that took place this morning. At the end of the workshop, we ask everyone a question. Was it useful? And fortunately, they all raised their hands saying that it was. So we had about 53 people at the workshop, had breakout sessions in different groups. Actually, five different groups talking about how to you could potentially collaborate and collaboratively detect and mitigate DDoS attacks. There were actually wide variety of ideas ranging from specific services to further collaboration and that sort of thing. So in general, it was considered useful.

One of the action points that we have for the next ICANN meeting is to basically take the output that came of the workshop and turn it into action items and move forward on specific issues. Okay.

That brings me to the last agenda item, which is a summary for the TLD-OPS members and ccNSO community, which I'll make offline. So, let's go to Any Other Business.

Fred, anything that we need to discuss?

FREDERICO NEVES: No.

CRISTIAN HESSELMAN: No? Erwin? Jacques?

UNIDENTIFIED MALE: Nope.

CRISTIAN HESSELMAN: Kim?

KIMBERLY CARLSON: Nope.

CRISTIAN HESSELMAN: All right. So thanks everyone and I'll be closing this session then. Thank you.

EN

Any questions from the audience? All right. You're sitting behind me, so I didn't see you guys.

UNIDENTIFIED MALE: Can anyone in [inaudible] changing the [inaudible] maximum number of persons by the TLD and the –

JACQUES LATOUR: That's a good question.

CRISTIAN HESSELMAN: Jacques says it's a good question. It is. We haven't really talked about that yet. We set the maximum of three all the way at the beginning but I'm sensing a request to increase that number.

UNIDENTIFIED MALE: Yes.

CRISTIAN HESSELMAN: To what number would you propose?

UNIDENTIFIED MALE: Well, I think that depends on the TLD itself. So, there are some that reconsidered to have at least five, six persons in. There are others that might [inaudible], too. So, I don't know if there is a

maximum that you can establish there or if you can try to [not have] a maximum [inaudible] something.

CRISTIAN HESSELMAN: Yup. Right.

UNIDENTIFIED MALE: That goes back to something else we talked earlier today that the definition of a security and stability contact is that the [SISO], the security officer or is that the whole ops team. Do we want the manager or do we also want the technical guys down on the floor? And, if we want all the technical guys on there as well, then it quickly adds up for each ccTLD.

CRISTIAN HESSELMAN: Yeah. Okay. So, it's a good suggestion. Thank you. Maybe we should have a look into that again and you either increase the limit or drop it altogether. So, we'll take that action point. Thank you.

Any other questions or feedback? Okay. So then, let's close this session and thank you for attending.

[END OF TRANSCRIPTION]