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gTLD Registry Ongoing Operations

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Agenda

- Introduction
- Registry Operator Obligations
- ICANN's Role
- Guidance for Addressing Common Challenges
- Q&A

Introduction

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A New Relationship

- Contracting

- Once an applicant signs an agreement, its relationship with ICANN changes – it becomes a registry

- Delegation

- ICANN assigns a piece of Internet infrastructure into the care of the registry

- Ongoing Operations

- ICANN and the registry have interactions with one another, and with Internet users
 - Goal: Secure, stable and resilient operation of the new gTLD

Disclaimer

Nothing in this presentation is a waiver or modification of any obligation in the Registry Agreement. In the event of a conflict between anything in this presentation and the Registry Agreement, the Registry Agreement prevails.

Registry Operator Obligations

Pay Registry-Level Fees



- Fixed and Variable fees
 - Fixed = US\$6250/quarter
 - Variable = US\$0.25/transaction over 50,000
- Pay fees within 30 calendar days of the issue date of ICANN invoice
- Details
 - Frequency: Quarterly
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Article 6.1

Pay Pass Through Fees – RPM



- Rights Protection Mechanism Fees
 - RPM Access Fee
 - Frequency: One-time
 - Start Date: Invoiced as of Registry Agreement Effective Date
 - RPM Registration Fee
 - Frequency: Quarterly
 - Start Date: First quarter following delegation of the TLD
- Pay RPM fees within 30 calendar days of the issue date of ICANN invoice

More information in the Registry Agreement: Article 6.4

Comply with Consensus & Temporary Policies

OK

- Comply with and implement all Consensus and Temporary Policies
- Consensus Policies are developed by the community
- Temporary Policies are Board adopted policies necessary to maintain the stability or security of Registry Services or the DNS
- Details
 - Frequency: Continuous
 - Start Date: Following implementation notice from ICANN

More information in the Registry Agreement: Specification 1

Escrow Agent – Initial Setup



- Select and engage with an ICANN-approved Data Escrow Agent
- Escrow agreement and letter of compliance copy must be provided to Pre-Delegation Testing provider during PDT
- Details
 - Frequency: Once
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 2, Part B.1.

Notify ICANN of Escrow Agent change



- Obtain ICANN consent to change escrow agent prior to entering into a new escrow agreement
- Escrow agreement and letter of compliance copy must be provided to ICANN
- Details
 - Frequency: At onset of every new escrow agreement
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 2, Part B.1.

Submit Data Escrow Deposits, Send Notification



- Submit deposits to escrow agent
 - Full deposit on Sunday
 - Differential or full deposit Monday - Saturday
- Deposits must be accompanied by report of deposit
 - Send a copy to ICANN using the Registry Reporting Interface (RRI) system
- Details
 - Frequency: Daily
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 2, Parts A.2 and A.7

Verify Delivery of Data Deposits



- Registry operator responsible for ensuring escrow agent delivers verification notification to ICANN within 24 hours of each data escrow deposit
- Details
 - Frequency: Daily
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 2, Part B.7.1

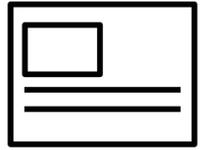
Submit Transactions & Functions Reports



- **Per-Registrar Transactions Report**
 - Accounts for new registrations, renewals, transfers, etc.
 - Frequency: Monthly
 - Start Date: At TLD delegation
- **Registry Functions Activity Report**
 - Statistics for DNS, EPP, RDDS activity
 - Frequency: Monthly
 - Start Date: Upon delegation of the TLD
- **Submit reports within 20 calendar days following the end of each calendar month**

More information in the Registry Agreement: Article 2.4 and Specification 3.1

Publish Certain Registration Data



- Operate a WHOIS service and a web-based Registration Data Directory Service that fulfills the requirements stated in Specification 4
- Details
 - Frequency: Continuous
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 4.1

Grant Zone File Access



- Provide Internet users access to zone files – in bulk – via Centralized Zone Data System
 - Access granted no more than once daily (ongoing basis)
- Provide ICANN and EBERO (through ICANN) access to zone files continuously
 - Access granted at least once daily
- Details
 - Frequency: Daily
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 4.2

Grant Bulk Registration Data Access



- Provide up-to-date thin Registration Data to ICANN
 - Contents include domain name, registrar id, updated & creation dates, etc. following data escrow format
 - Contains data committed as of 00:00:00 UTC on the day chosen by the registry
- Details
 - Frequency: Weekly
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 4.3

Reserve Special Domain Names



- Reserve certain labels as identified in Specification 5
 - The string “example”
 - Two-Character Labels
 - Reservations for Registry Operations
 - Country and Territory Names
 - IOC, Red Cross, Red Crescent
 - Intergovernmental Organizations
- Details
 - Frequency: Continuous
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 5

Meet Interoperability/Continuity Standards



- Comply with the following:
 - Standards Compliance
 - DNS, EPP, DNSSEC, IDN, IPv6
 - Registry Services
 - Registry Continuity
 - Abuse Mitigation
 - Provide Abuse Contact to ICANN and publish on website
 - Supported Initial/Renewal Registration Periods
 - Name Collision Occurrence Management
- Details
 - Frequency: Continuous
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 6

Name Collision Occurrence Management



- Comply with the Name Collision requirements
 - 120-day no-activation of names period from contracting
 - No activation of names in the SLD block list
 - Be ready to expeditiously handle reports of severe harm caused by name collision
- Details
 - Frequency: Continuous
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 6.6

Maintain Registry Performance

OK

- Meet the service levels outlined in the Service Level Agreement matrix
 - Maintain records for a period of at least one year
- Details
 - Frequency: Continuous
 - Start Date: Upon delegation of the TLD

More information in the Registry Agreement: Specification 10.2

Uphold Rights Protection Mechanisms



- **Implement and adhere to Rights Protection Mechanisms**
 - Trademark Sunrise/Claims Periods
 - Uniform Rapid Suspension System
 - Post-Delegation Dispute Resolution Procedures
 - Trademark Post-Delegation (TM-PDDRP)
 - Registration Restriction (RRDRP)
 - Public Interest Commitments (PICDRP)
- **Details**
 - Frequency: Continuous
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 7

Maintain Continued Operations Instrument OK

- Continued Operations Instrument (COI) must be in effect for 6 years from effective date of RA
- No amendment without ICANN approval
- If COI is terminated or not renewed, required to obtain replacement COI
- Details
 - Frequency: Continuous
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 8

Abide by Registry Operator Code of Conduct



- **Comply with Code of Conduct**

- Preference Not Permitted

- Registry will not show any preference or provide any special consideration to any registrar with respect to operational access to registry systems and related registry services, unless comparable opportunities to qualify for such preferences or considerations are made available to all registrars on substantially similar terms and subject to substantially similar conditions.

- Use an ICANN-accredited registrar to register names

- Do not register names for the registry based on proprietary access to search or resolution information

- Additional requirements for registries with cross-ownership

- **Details**

- Frequency: Continuous

- Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 9

Submit Code of Conduct Review Results



- Registries with cross-ownership must conduct internal review to ensure compliance with Code of Conduct and provide results to ICANN
- Executive Officer of registry must certify compliance with the Code of Conduct
- Details
 - Frequency: Annually
 - Start Date: 20 January, following effective date of the RA

More information in the Registry Agreement: Specification 9.3

Abide by Public Interest Commitments

OK

- Registrars used by the registry must be party to the 2013 Registrar Accreditation Agreement
- Comply with all voluntary Public Interest Commitments (if applicable)
 - Voluntary PICS were published 6 March 2013
 - If registry submitted, PIC is included in the RA

More information in the Registry Agreement: Specification 11, Section 1 and 2

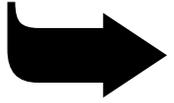
Abide by Public Interest Commitments

OK

- Comply with all mandatory Public Interest Commitments
 - Four mandatory PICs that apply to all registries
- Comply with all regulated industries Public Interest Commitments
 - For registries that received GAC Category 1 Advice
- Details
 - Frequency: Continuous
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 11, Section 1 and 2

Implement Community Registration Policies



- Policy Examples (list not exhaustive)
 - Required to be a member of the specified Community
 - Methods for validating Community eligibility
- Details
 - Frequency: Continuous
 - Start Date: Effective date of the RA

More information in the Registry Agreement: Specification 12

Registry Obligation Timelines

Continuously

- Consensus/Temporary Policies
- Registration Data Publication Services
- Schedule of Reserved Names
- Registry Interoperability and Continuity
- Rights Protection Mechanisms
- Continuing Operations Instrument
- Registry Operator Code of Conduct
- Name Collision Performance Management
- Registry Performance
- Public Interest Commitments
- Community Registration Policies

Daily

- Data Escrow: Deposits
- Data Escrow: Notification of Deposits
- Data Escrow: Verification of Deposits
- Zone File Access

Registry Obligation Timelines (cont.)

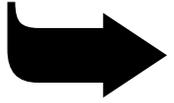
Weekly	<ul style="list-style-type: none">• Bulk Registration Data Access
Monthly	<ul style="list-style-type: none">• Per-Registrar Transactions Report• Registry Functions Activity Report
Quarterly	<ul style="list-style-type: none">• Pay Registry-Level Fees• Pass Through Fees
Annually	<ul style="list-style-type: none">• Registry Operator Code of Conduct Internal Review Results• Maintain Technical and Operational Registry Performance Records
As Needed	<ul style="list-style-type: none">• Notify ICANN of Escrow Agent and Data Escrow Agent Changes

ICANN's Role

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Process Registry Operator Notifications



- Process requests/notices (list not exhaustive):
 - Request to amend Registry-Registrar Agreement (Article 2.9(a))
 - Notification that RO will become an affiliate or reseller of an ICANN accredited registrar, or will subcontract the provision of any registry services to an ICANN accredited registrar, registrar reseller or affiliate (Article 2.9(b))
 - Notification of outage/maintenance (Specification 10.7.3)
 - ICANN will note planned maintenance times and suspend emergency escalation services during expected outage/maintenance

Adhere to ICANN Covenants



- Covenants, specified in Article 3, include:
 - Operate in an open and transparent manner (3.1)
 - Apply standards, policies, procedures, practices equitably (3.2)
 - Implement changes to TLD nameserver designations within 7 calendar days (3.3)
 - Include registry operator and administrative, technical contacts in publication of root zone contact information for each TLD (3.4)
 - To extent ICANN is authorized (3.5):
 - (a) ensure that the authoritative root will point to the top-level domain nameservers designated by registry operator for the TLD
 - (b) maintain a stable, secure, and authoritative publicly available database of relevant information about the TLD
 - (c) coordinate the Authoritative Root Server System so that it is operated and maintained in a stable and secure manner

Monitor Compliance



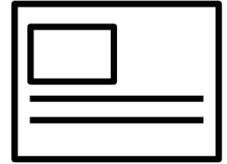
- Monitor and enforce compliance with the Registry Agreement and applicable Consensus Policies
- Perform Contractual Compliance Audit
 - Audit is limited to the representations and warranties in Article 1, and covenants in Article 2 of the Registry Agreement

Respond to Emergency Situations



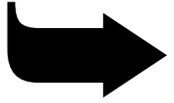
- **Emergency Back-End Registry Operator**
 - When certain conditions exist, may initiate an Emergency Escalation with the relevant registry operator (Specification 10.7.1)
 - May Designate an emergency registry operator in accordance with ICANN's registry transition process (Article 2.13)
- **Name Collision**
 - Relay reports to registry operators alleging demonstrably severe harm as a result of name collision (Specification 6)

Issue Information and Invoices



- Publish certain data on ICANN website:
 - List of ICANN-accredited registrars party to the 2013 Registrar Accreditation Agreement (Specification 11.1)
- Issue timely, accurate invoices for registry-related fees, including:
 - Registry-Level Fees (Article 6.1)
 - Variable Registry-Level Fees (Article 6.3)
 - Pass Through Fees (Article 6.4)

Consensus & Temporary Policy Implementation



- Consensus Policies

- Collaborate with registries to implement and provide required tools (e.g., providers, technology)
- Provide a reasonable amount of time to implement

- Temporary Policies

- Ensure the Policy is narrowly tailored to address the security or stability concern
- Provide a reasonable amount of time to implement
- Collaborate with registries to implement and provide required tools (e.g., providers, technology)

Engagement and Communication



- **Communication**

- Ensure cooperative lines of communication between ICANN and Registries exist
- Ensure Registries point-of-view is taken into account within ICANN

- **Tools**

- Develop tools (providers, technology, etc.), when appropriate, Registries require in order to fulfill their obligations
- Collaborate with Registries on anticipated new requirements or tools

Guidance for Addressing Common Challenges

Gathering Registry Experiences

- Methodology
 - ICANN Staff supporting new gTLD registry operations provided input on frequently asked questions and observed registry issues
- Purpose
 - Flag common issues; provide registries with Guidance for avoidance/resolution

DNSSEC

- Registry Experience

- I'm receiving calls at odd hours from ICANN (NOC) re: failures in my DNS(SEC) service

- Guidance

- Some zone files are not being signed properly or have expired signatures
 - Follow the DNSSEC standards and DNSSEC Operational Practices found in RFC 6781
 - Ensure you have proper operational procedures to ensure your zone file(s) signatures remain up to date

Registry Reporting Interface

- Registry Experience

- I'm unable to log in to the Registry Reporting Interface

- Guidance

- The GDD Portal launched on 17 March 2014 with a goal of reducing credentialing errors because the portal includes built-in validations
- If you continue to experience errors, submit a New Case via the GDD Portal Cases Work Item and ICANN will work to resolve the issue

Data Escrow Deposit Compliance

- Registry Experience

- Why am I receiving ICANN compliance inquiries/notices regarding issues with data escrow deposits?

- Guidance

- Check with your Data Escrow Agent to make sure it is submitting daily notifications
- Make sure DEA has its passwords (onboarding form)
- Ensure you are doing daily escrow deposits and sending respective reports to ICANN
- If using *curl*, please use “--data-binary” option. Don't use “--data” or “--data-ascii”.
- Data Escrow must start at TLD delegation

Monthly Reports Compliance

- Registry Experience

- Why am I receiving ICANN compliance inquiries/notices regarding missing monthly reports?

- Guidance

- Ensure you are submitting monthly reports (per Specification 3 of the RA) to ICANN using the RRI interface
- In the reports, make sure to include transactions for all domain names, including those registered by the registry itself (e.g., nic.<tld>, 100 names from Spec 5)
- Use valid registrar IDs and/or special purpose registrar IDs
 - Examples: 9995 and 9996 for PDT, 9997 for ICANN SLA monitoring name(s), 9998 for registry acting as registrar billed names, 9999 for registry acting as registrar non-billed names

Compliance: Zone File, Bulk Registration Data Access

- Registry Experience

- Why am I receiving ICANN compliance inquiries/notices regarding Zone File Access and/or Bulk Registration Data Access?

- Guidance

- Ensure you have working Zone File Access (ZFA) for ICANN and (EBEROs through ICANN) using your preferred method (as indicated at onboarding) in a daily basis as described in Specification 4, sections 2.3 and 2.4
- Ensure you have working Bulk Registration Data Access (BRDA) for ICANN, including the proper signatures of the data file as described in Specification 4, section 3.1
- Access to both ZFA and BRDA must start at TLD delegation

Reserved/Blocked Names Compliance

- Registry Experience

- Why am I receiving ICANN compliance inquiries/notices regarding activation of names?

- Recommendations

- Ensure you have complete lists of the names that should not be activated in the DNS per the Registry Agreement (e.g., Specification 5, Name Collision SLD block list)
- Some names can be registered to third parties but not activated in DNS (e.g., names in the SLD block list)
- Other names cannot be registered to third parties and must not be activated in the DNS (e.g., two-char second-level names)*

Name Collision Mitigation

- Registry Experience

- I'm unclear as to when I can start activating second-level domains in relation to the 120-day no-activation name period

- Guidance

- Delegate nic.TLD (to yourself) upon delegation – this is mandatory for all new registries
- Ensure that *whois.nic.<tld>* points to a valid WHOIS and web-based Registration Data Directory Service
- *Do not* activate any other second-level domain before 120 days from contracting (RA effective date) have elapsed

NIC.TLD and IANA

- Registry Experience

- When can I provide my *nic.<tld>* URL, WHOIS server or email addresses to IANA?

- Guidance

- For now, *whois.nic.<tld>* can only be registered in IANA *after* a TLD is delegated – we recommend requesting that IANA update your Root Zone Management profile with this URL after delegation
- On the RZM form, there is a field requesting the Whois service URL – you can either (a) leave it blank for initial delegation, or (b) provide an alternate WHOIS address that works prior to delegation (e.g., *whois.example.com*)

Centralized Zone File Access

- Registry Experience

- Users of the Centralized Zone Data System are complaining they no longer have access
- I'm receiving a high number of requests from previously approved users

- Guidance

- Remember that a CZDS user will have to submit a new request, which the registry needs to approve, every time the user's access expires
- Approve access for longer periods
 - CZDS access can now be granted for up to 1,000 days

Abuse Contact Info

- Registry Experience
 - Why have I received a compliance inquiry/ notification about the posting of my Abuse Contact information?
- Guidance
 - Publish the Abuse Contact information on your website; make sure it's easy to find in order to avoid complaints

Legal Notifications

- Registry Experiences

1. I don't know how to send a legal notification to ICANN
2. I don't know how to update or change my legal notices point of contact

- Guidance

1. Legal notifications between parties (ICANN and registry operator) must follow the process outlined in Section 7.9 of the Registry Agreement
2. Updates must be made through the GDD Portal – Registry to notify ICANN within 30 days of change

Question & Answer Session

Questions can also be submitted to
newgtd@icann.org