

GNSO
Post-Expiration Domain Name Recovery (PEDNR) drafting team
16 February 2010 at 19:30 UTC

Note: The following is the output of transcribing from an audio recording of the Post Expiration Domain Name Recovery (PEDNR) drafting team teleconference on 16 February 2010 at 19:30 UTC. . Although the transcription is largely accurate, in some cases it is incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the meeting, but should not be treated as an authoritative record. The audio is also available at:

<http://audio.icann.org/gns0/gns0-pednr-20100216.mp3>

On page:

<http://gns0.icann.org/calendar/#feb>

Present:

Alan Greenberg – ALAC - Chair
Michele Neylon - RC
Cheryl Langdon-Orr - ALAC Chair
Ron Wickersham – NCUC
Berry Cobb - CBUC
Tatyana Khramtsova - RC
Shiva Muthusamy – At-Large
Mike O'Connor – CBUC
Jeff Eckhaus - RC
Paul Diaz – RC
James Bladel – RC
Alaine Doolan – IPC
Mason Cole - RC

Staff:

Marika Konings
Gisella Gruber-White
Margie Milam
Glen de Saint Gery

Absent apologies:

Ted Suzuki – IPC
Karim Attoumani – GAC

Coordinator: Thank you everyone for standing by. Just need to inform all participants that today's conference is being recorded. If you have any objections you may disconnect at this time.

I'd like to introduce your host for today. We have Ms. Gisella Gruber-White.
Ma'am you may begin.

Gisella Gruber-White: Thank you (Lori). Alan would you like to take roll call?

Alan Greenberg: Yes please.

Gisella Gruber-White: Good morning, good afternoon, good evening to everyone on today's PEDNR call on Tuesday, the 16th of February.

We have Alan Greenberg, Tatyana Khramtsova, Michele Neylon, Siva Muthusamy, Ron Wickersham, Mikey O'Connor, Berry Cobb, James Bladel, Cheryl Langdon-Orr, Paul Diaz, Jeff Eckhaus, and Elaine Doolan. From staff we have Margie Milam, Marika Konings, Glen DeSaintgery and my self Gisella Gruber-White.

We have apologies from Ted Suzuki and Mason Cole may be joining later and if he doesn't he sends his apologies.

If I can also please remind everyone to state their names when speaking for transcript purposes, thank you; over to you, Alan.

Alan Greenberg: Thank you very much. Just let me get at least ten seconds to get organized. I should have been but I'm not.

All right, regarding the survey, Marika and I were charged out of the last meeting with doing the revisions we talked about and sending it out hopefully well before this meeting. Unfortunately not due to Marika, she did her work immediately. But I didn't get to it till yesterday and it wasn't sent out till I guess early this morning.

So we will take another couple of days to have anyone look over it, make any comments and by Friday or by late Thursday we will initiate whatever the process is that Marika must go through to transform it into an online survey. And we'll go from there.

The only substantive change was to add a question 6 which essentially asks the group should we think about doing any further surveys rather the same survey with suitable changes to other audiences specifically other related PDPs or the larger community.

And it was an item we discussed to some extent last weekend. There was certainly no closure on it. So I thought the easiest thing to do was to just to ask it on the survey. And gather the feelings of the group that way.

So we're looking for any comments you have on the survey in the next couple of days and then we'll take it from there.

Any questions or comments on that process? No hands. Then we will turn it over to Mikey O'Connor and talk about initially the flow chart and then onto a wish list.

Mikey O'Connor: Thanks Alan. This is Mikey. And thanks Marika for putting up the document.

If folks can't get to the document on Adobe Connect you - I sent it to the list a while back. The name of the email was a modest attempt to draw the post-expiry flow chart.

And I mostly did it as kind of a joke because there have been a lot of conversation on the list about how simple the process post-expiry was and I was having a really hard time figuring out what it was. So I decided to draw it at least the way I think it works.

And so there are a bunch of disclaimers. First of all, this is not the official position of anybody except me. Second, it should not be viewed with a great deal of seriousness. It's really just an example. Third, it's undoubtedly wrong.

But I hope it gets across the notion that maybe it's not quite as simple as we think. And I don't really want to go through today and edit this. If people think it's worthy of inclusion in any report we will have to go through and edit it but I don't think editing these kinds of things on the phone is good use of our time.

So I'd rather not spend a lot of time picking apart individual boxes or arrows. I mostly just want to tell you sort of a story and then get to the wish list part. I actually wasn't thinking of doing a wish list until I started drawing this.

And then as I started to draw it, I thought well I'll just write down things that might be neat. And that's where the wish list came from.

It generated a fair amount of pretty constructive conversation on the list and so if we can use that as a starting off point for our conversation I think that would be great.

And with that let me tell you my little story. I'm going to let you each manage your way through the document.

But I'm now on the second page which is called Learning that there's a Domain Problem.

And this doesn't really quite flow right but when I showed this to my Editor-in-Chief which is my sweetie (Marcy), she said well, yes, but what about this page where you just it's broken and you don't know why?

And I thought oh well that's a good addition.

So imagine that this is your - you know I don't think that a Fortune 100 international type corporation is going to have this problem. They're going to have great geeks who are going to be able to figure this out in a heartbeat.

But a lot of people who use domain names are just regular folks. And for them a lot of times they've done - they've prevailed on their kids or their neighbor's kid or a friend to build them a web site and usually they've over prevailed. And the friend or the kid is pretty tired of hearing from them.

And so when the web page falls down they'll probably wait a few days and hope that it just sort of magically fixes itself. And if it doesn't then they have to go through a process that for a lot of sort of normal human beings is pretty alien.

And many folks won't know whether this is technical or whether their infrastructure has been hacked. They probably don't even know what their infrastructure is. They may or may not know that they have a registrar and if they do, they - it will take them quite a while to figure out whether their account's been hacked and then whether something's changed that would lead them to the idea that maybe their domain has expired or at least that they ought to think about it.

So that's really all this page is trying to get at is that - and the wish list items that fall out of this is that I think to the extent that we can send really clear signals to registrants that their domain has expired that that's a good thing.

So anyway that's the first page. And it may be that it was a technical problem. In which case they would never get to what we're really going to talk about which is the next page, if the domain name hasn't expired yet.

And on that page the first column on the left side is really just sort of a rant about how complicated the situation with who is, is. On one of the other working groups, a subgroup of us went off and took a look at who is and found that there's an awful lot of variability in the way that who is is handled between registrars, between registrars and registries, between ports. Sometimes different information shows up on the web version of who is and on the Port 43 version, etcetera, etcetera.

And that's not a problem I don't think for a professional geek. But I think for regular folks this is again where some of my wish list items about making who is a little bit more consistent started to emerge.

And so our fearless registrant wades through this quagmire and is finally able to answer the question, has the domain actually expired?

And if it has they have to go onto the next page. But if they haven't that means that they're dealing with a different set of issues.

And so I just put together on the rest of this page some of the discussions that we've had about well, maybe the email isn't going to the right person. How would you find that out?

And back into the who is quagmire, but maybe the wrong person is, you know, work - you know and the company that they work for is gone or maybe they hate you or, you know, there are all kinds of things that could happen there.

And so this page was really just trying to get at the notion of how complicated it can sometimes be for people that actually get the right email in their inbox. And then down at the bottom there was another little rant embedded in this that sort of talks about the variability and the timing of when these things come.

And presumably they get through all that and "tada" they renew the domain and so they basically go through a process. It's what we're expecting them to go through. And even that process is pretty complicated for a civilian I think. Anyway that's what that was trying to get across.

Now I'm a process simplification type guy. And this was a fun set of diagrams to draw because I didn't try to simplify them at all. I'm really sort of overdoing

it a little bit to make this complicated point. And for those of you who are process simplification types, this was sort of a busmen's holiday.

Okay, so the next page was called Auto Renew Grace Period Part One. And in this section first off we were - I wanted to highlight the distinction between dealing with a reseller and dealing with a registrar.

And this is where a theme starts to emerge where I start to say, you know if you're dealing with anybody except the registrar don't do that anymore. If your domain's expired you best call the registrar for the name rather than deal with a sort of second level intermediary because when...

((Crosstalk))

Alan Greenberg: Mikey you do realize you applied a lot of simplification in that decision box...

Mikey O'Connor: Oh boy did I ever. This is the simplified version of...

((Crosstalk))

Alan Greenberg: ...because many registrars or some registrars say don't talk to us.

Mikey O'Connor: Yes, I know.

Alan Greenberg: Okay.

Mikey O'Connor: Yes. If you go back to the title it says a simplified diagram. And this is the result of a conversation Berry and I started drawings on non-simplified after Berry got to about 380,000 boxes through...

((Crosstalk))

Alan Greenberg: Okay. Mikey we have a few hands. James.

Mikey O'Connor: Oh, I'm not even looking, sorry.

Alan Greenberg: No. That's why I'm telling you.

James Bladel: Yes, hi Mikey. I'm, you know, following along as well as I can. And you mentioned something about not working with the - if you're not working directly with the registrar you should be.

I don't think that's necessarily universally good advice. You know the reseller can take many forms. And I know that they get a bad rap in a lot of cases.

But for example if I could just name drop a little bit, I mean Google for example is a reseller of domain names for various registrars because they are using for example their different blog tools and builders and things like that.

So, you know, to make sure that and preserve these associated services and the things that the folks really are perceived to be the core products, I think it's important not necessarily to make a blanket statement that you should be working directly with the registrar and not enter any intermediary, in fact doing the latter may break a host of other services.

Mikey O'Connor: Yes. I think the tricky bit is the timing. Normally I would agree with you. But what happens is by the time we get to this auto renew grace period page, the clock has started to tick on a pretty short window.

And one of the reasons that - and again I'm not sure that this is where the publication outside of our group. I don't really want to treat this as a policy document because it really started as a joke and kind of a rant. And it needs a lot of work if we were going to actually publish this to the world.

But the reason that I would encourage my hypothetical registrant to work with the registrar is because by now they don't have very much time left before bad things are going to happen to them.

And even if it was a great big reseller like Google which is a great example, there might not be time if they are working through another level to get this stuff resolved before the domain slips away. I think that's another one of the sort of hidden dilemmas in this that we need to sort of wrestle with.

James Bladel: If I could respond real briefly and I see that there's a couple other guys in the queue. And I don't - I want to be respectful to their comments as well.

But, you know, if I go to buy an associated service say, you know, James' online photo album or whatever, just some hypothetical service.

And I'm offering as a part of that service, you know, customized or personalized URLs and I'm doing that, you know, as a reseller of an accredited registrar, you know, it really starts to open up the question that if James' online photo album is kind of a shady organization and doesn't renew their contracts and doesn't cater vendors and doesn't - and eventually goes out of business, you know, does the end user of that service have any standing I guess with the registrar that James' online photo album use to provide that service if they were or were not let's say maybe they were listed as one of the contacts, maybe they're not even the registrant in this particular hypothetical scenario so.

Mikey O'Connor: Yes.

James Bladel: I think it's a lot more complex than saying and I think you've demonstrated that very well in your flow chart just how tangled this web can be.

But I think...

Mikey O'Connor: Yes.

James Blade: ...you've got to be careful making unequivocal statements like that so.

Alan Greenberg: Yes, if I could interject, I tried to capture that in my one sentence intervention earlier that Mikey has one box to address the issue of did you go through a reseller. And he loops back immediately and says deal with the registrar and ignores whatever the complexities might be of figuring out how to go through the labret of dealing with your - any particular reseller.

So he has simplified that. I don't think this is advice we're going to give to anyone. So I'm not sure to what extent we need to belabor the point that he has omitted perhaps several pages of flow chart...

((Crosstalk))

Mikey O'Connor: Well I...

Alan Greenberg: ...by having that one (bar).

Mikey O'Connor: Alan I'm going to intervene here. One of the things...

((Crosstalk))

Alan Greenberg: Okay.

Mikey O'Connor: ...that I think we need to do in these conversations is let opinions and conversations unfold a little bit more.

Alan Greenberg: Okay.

Mikey O'Connor: I think that's one of the reasons that these conversations tend to end in silence.

So I'm fine with everything...

((Crosstalk))

Alan Greenberg: Okay.

Mikey O'Connor: ...that James has said.

Alan Greenberg: Yes.

Mikey O'Connor: And I think it's actually quite important that we get this out because for me quite truthfully I've never been through this. And so it's very helpful for a newbie like me to hear this part because I hadn't even thought about the case that James had brought up. So anyway.

Alan Greenberg: Okay, my apologies. I thought...

((Crosstalk))

Mikey O'Connor: So let me...

((Crosstalk))

Alan Greenberg: Yes.

Mikey O'Connor: ...run the queue too...

((Crosstalk))

Alan Greenberg: Yes. No, I was going to say Jeff is next in the queue.

Mikey O'Connor: Yes. Yes, I'll take care...

((Crosstalk))

Jeff Eckhaus: Yes, thanks. You know so I had two points. One James made and I just want to go back. For somebody that has a large number of resellers, and part of the - I won't say the - I guess the agreement or the understanding is that they - these people want it - they're resellers because they don't want to build the infrastructure but a lot of them want to be able to sell domains but through their own brand. They don't want their customers to go through a third party. They want to keep everybody intact.

So we do - if anybody calls us and it's through a reseller we send them back to the reseller because that is their - the person who they've made their contract with or just who they bought it through and the resellers want to keep it that way.

So I would just - I agree with James like not to put it all in one group and say hey send them immediately back to - send it to the registrar.

But that was my one point. My main question is if you can go to the auto Renew Grace Period Part One.

Mikey O'Connor: Yes.

Jeff Eckhaus: Just some clarification. I'm not sure in that - I guess it's, yes, in the first part where it says is automatic renewal turned off for domain. But is that - I think there's some confusion of the terms. It says auto renewal, is auto renewal turned off and is there an auto renew grace period intact I think.

Mikey O'Connor: Yes.

Jeff Eckhaus: I did that...

((Crosstalk))

Jeff Eckhaus: I don't think that...

((Crosstalk))

Mikey O'Connor: ...I did that on purpose.

Jeff Eckhaus: ...what's written there doesn't make sense so I think you just may need to clarify that.

Mikey O'Connor: Yes. And in fact Jeffrey I did that on purpose because those two things - I didn't know that there were two separate things, one called an auto renew grace period and the other automatic renewal on a domain.

And I'm a fairly sophisticated observer. So I actually kind of did that one on purpose. Again...

((Crosstalk))

Jeff Eckhaus: Well automatic - auto renew grace period is a term that we use in...

((Crosstalk))

Mikey O'Connor: Yes, I know.

((Crosstalk))

Jeff Eckhaus: No, no. I'm just saying that we use it in contract. You know that is part of the policy. Automatic renewal is not, you know, specific. Somebody might have a different term for it. That's just one that people have used here.

So I just...

((Crosstalk))

Mikey O'Connor: Yes.

Jeff Eckhaus: Let's, you know, just somebody might have it as instant, you know, instant renewal or something else. No registrars are allowed to steal that term by the way.

And so or something like that. So I would just - I would - let's just try and clear it up and so that we can go through because it didn't really make much sense to me the way it's stated there now.

Mikey O'Connor: Yes, it's - again this is part of the difficulty of doing a policy conversation off a joke because, you know, I was actually doing this to highlight that confusion. And I succeeded beyond my wildest dreams. I apologize for that.

Michele...

((Crosstalk))

Michele Neylon: Hi Mikey.

Mikey O'Connor: ...I stand and dread. I've given you so much crap over the last six weeks. I can hardly wait for this. Go ahead.

Michele Neylon: No, I mean okay, first, I think what you've tried to do is admirable. So now that I've buttered you up slightly...

Mikey O'Connor: Yes, lovely.

Michele Neylon: ...I will now crucify you.

Mikey O'Connor: I feel good. Now I come to the sort of (unintelligible). Okay, I'm ready.

Michele Neylon: Well it won't come as much of a surprise to you but I'm going to echo what Jeff and James said. The assertion that's when the domain has expired that the sanest procedure is to go directly to the registrar is misplaced.

If you - as a registrar you have no way of knowing what the hell is going on in many cases between the reseller and their clients. In many cases the registrant might make a representation which is -- how do I put this gently -- well a blatant liar I suppose. But it's absolutely fair - absolutely no relation to reality whatsoever.

So for the registrar to intercede at that juncture would probably open up a mass count of worms on multiple levels.

We don't have as many resellers as James or Jeff would have obviously. And just for transparency purposes it doesn't take much to work it out. We used to be and still are a reseller for Jeff's company.

But I mean the thing is that, you know, the registrar, yes, by contract we would be responsible for all domains on our accreditation much the same way as Jeff would be responsible for the ones that are his and James for theirs.

But to suggest that as soon as the domain expires that they should go to - directly to the registrar, probably won't really resolve anything. I mean if the reseller is not responsive, if the reseller is a total scumbag, if the reseller has fallen off the face of the planet, and all of those kind of things, then fine. Yes, of course the registrar is going to step in. I mean we definitely would. I can't speak for anybody else.

But ultimately if a registrant came to us about a domain that was registered to one of our resellers we'd push them back to the reseller in the first instance

because ultimately they're their client and not ours. And we would have all sorts of headaches if we were to start messing about with that relationship.

Mikey O'Connor: Yes, I get that. And I think this piece of the conversation is quite productive and positive. What I think that we need to take away from this for our subsequent work is that very issue which is what do we do when the clock is ticking on a fairly short time window where we've got basically a third party involved that, you know, it basically just introduces another layer of variability to a process that has a lot of variability already.

Again I want to really reemphasize that this is not a good document to put in a report because of issues like this. I was really interested in sparking this kind of conversation.

And I guess the question that comes to my mind to the three of you and to others is, is there anything to do about that? Is there anything we can do about that to sort of normalize that situation?

Or is it just impossible to address in which case the advice that I might give to a friend not in a policy document but if someone called me up would be don't buy domains from resellers because it gets complicated if you get into the auto renew grace period kind of trouble. I mean that would be just the advice I'd give a friend in that case.

And I'm not sure that's a good kind of advice that we would want to give from an industry standpoint. I know that this then starts to tiptoe dangerously towards the edge of the precibus of constraining the behavior of those third parties.

But it seems like that's one that we need to wrestle with a bit. And I don't really have a great answer.

So I'll take Michele and then Alan. Go Michele.

Michele Neylon: And the other thing just to bear in mind is that in many respects in particular for not too technical end users, in many respects they may get a more, I wouldn't say better, but maybe possibly a more personalized level of service from a reseller than they would from a registrar. I mean a reseller that only has, I don't know, say 2 or 300 clients is probably in a better position to provide a different level and type of service than a company that has, you know, 100,000 clients.

((Crosstalk))

Mikey O'Connor: Well...

Michele Neylon: I mean it's just...

Mikey O'Connor: Sorry. Go ahead.

Michele Neylon: I mean it's just the thing that there's an awful habit within the ICANN circles to kind of go, you know, resellers are a massive problem, blah, blah, blah, blah, blah. I mean that's like saying all Americans are dumb because you happen to have met a couple who are or that, you know, it's - yes, and I mean it's a stupid thing to say but that's the way people tend to treat a lot of these things. I mean...

Mikey O'Connor: Yes.

Michele Neylon: ...there are certain things that you can say well look, you know, as best practice registrants should make sure that the domain name is registered with their details and not the details of the third party and etcetera, etcetera, etcetera, making sure that the contact point, all those things are kept up-to-date. I'm just very, very weary of people deciding, saying that, you know, you should go direct to all - to registrars because in many cases we probably

can't offer the kind of service that a reseller might offer. You know I just - it's just something to be weary of.

Mikey O'Connor: Yes. No, I think that point's come through loud and clear. You know my rejoinder is always that we're in a - by the time we get to this page we're in a pretty unusual situation for the domain.

And some resellers are going to be very capable of handling this with alacrity and smaller resellers that don't encounter this very often may not know as well what to do.

But point taken. Alan go ahead.

Alan Greenberg: Yes. A couple of things. You were saying that if someone came to you, if a friend came to you and offered - and asked for advice you might say don't go to a reseller.

But it's worth remembering that an awful lot of domain names are acquired through web hosting companies who are almost always resellers and they come as a package.

And therefore for someone trying to go into this to start something up, there's often no choice.

And the second point I was going to make is something similar to what you said but to use Michele's example of a reseller that only has 200 clients, isn't overwhelmed and has the opportunity to spend time with you. On the other hand one with only 200 clients may get so few customer service calls they're not geared up to answering at all or certainly not in what you might consider a timely manner.

So there's just so many variables in it. It's hard to put down simple rules.

Mikey O'Connor: Yes. Well and I think that's the main - I mean in a way that's sort of gets me to defense risks on this whole chart. My whole point was to say that this is really complicated but not necessarily to get it perfectly right.

Let me screen through the rest of this page.

Alan Greenberg: There's - (there are two) hands up.

Mikey O'Connor: Oh boy that came up - James go ahead.

James Bladel: Yes Mikey I don't want to take too much time and I know you want to move on.

But I just wanted to say that, you know, for reseller purposes I think it's important to note that a lot of registrants are probably not in it primarily for the domain name registration service. There are other services attached. Losing those are probably more valuable and more critical and more time sensitive perhaps even then losing a domain name. I know that this is not always the case.

And I just caution against making a blanket statement. But I just wanted to point that out there that there are other services involved that that's why they chose the reseller.

Mikey O'Connor: Yes. I think that's right. Michele go ahead. You're on mute I think.

Michele Neylon: Oh sorry. Sorry. I had myself on mute. You don't want the heavy breathing now do you.

Mikey O'Connor: No, I hate that.

Michele Neylon: The thing is -- look, I mean this isn't to do with your flow chart. It's just kind of a general comment. A lot from what I'm gathering and what I've gathered

from our own experience of dealing with this, the problem really isn't what happens to the domain when it expires. It's expiring in the first instance.

Mikey O'Connor: Yes.

Michele Neylon: So realistically, look we could go around - this working group could go around and around and around in circles for another I don't know, think of a stupidly long length - period of time and we could probably do this dance until then. And it wouldn't actually help anybody.

I mean realistically speaking from my personal view we would be better off working on something simple along - to help people avoid the damn thing expiring in the first instance rather than trying to clean up the mess that they may have created afterwards. I mean ultimately go to the root cause of, you know, of people actually doing things in such a manner, the domains that they actually want to hold onto don't expire.

Mikey O'Connor: I agree. But I am going to wade into the quagmire pit here and say that I think that there's opportunities on both sides of the expiration boundary. The purpose of the chart that preceded this one was to start identifying opportunities to simplify and improve the process by which people can do - you know make it - do a better job of making sure that the domains don't expire.

But I think that it's also important to take a look at the variability in the post-expiry process because there are some (tasty) issues in here that I think we owe it to the community to at least wrestle with and try and come up with some broad consensus ideas on if we can.

I think there are some things that we may be able to agree on post-expiry as well. I'm hopeful that we can. I'd hate to think that we just come to a log jam on that because I think the current situation needs a look quite frankly. But we'll see. It may be that we can't get there.

No more hands. I'm going to blast through the rest of this page real quick.

The auto renewal thing was, the lower left, was exactly Jeff's point. The whole confusion between auto renewal grace period and automatic renewal I think is something that we should be aware of and figuring out ways to make people, you know, better educate folks about it.

Some of the other ones I just stuck on there because when one of the documents that I was using to draw this was the survey that we did.

And what I was trying to highlight was things like have you opted out of the monetizing option is that there are lots of sources of variation which, you know, again I'm treading on the abyss of interfering with a competitive marketplace.

But this process has so much variability that its quite bewildering and I think that it would be great if we could figure out ways to reduce that variability a bit. If nothing else through conventions and best practices and clear descriptions of the thing and good educational materials better than this.

But that was really all I was trying to do here.

Then I get to sort of the diamond that takes us off to the next page. And that's the one is your domain or the domain that you've had registered listed for sale.

And so, you know, let me just wade in. I think that's a giant issue that we have to tackle at some point. And the reason is - that I'm so sensitive to this is because I've got a couple. You know I have a bunch of really stupid domains that aren't worth a dime but I have a few domains that are worth a boatload of money.

And if one of those accidentally slid into auto renew grace period and I was now working with a customer service rep where the domain was at auction they'd be making a choice between renewing my domain for 10 to \$20 a year or selling it at auction for perhaps under the thousands of dollars a year. And I think that's a tricky issue.

So hold onto your comments folks. I'll get to you.

But I'm going to just zip through the next page real quick. Because the next page is just straight lift from Rob Hall's diagram. I just read through it. This is Auto Renew Grace Period Part Two.

And I just want to sort of take us back to this because I think that this highlights a tricky complicated delicate issue that we owe it to our respective constituents to take a hard look at and that's the registrar that has the domain at auction.

And Rob's point was that almost any domain that has either value as a PPC generator or as an auction sale domain just doesn't make it past auto renew grace period because either someone else buys it or the registrar transfers it to their own account and that's where it ends.

So with that now I'll take Alan and then Michele.

Alan Greenberg: Yes, you led into this with a triangle saying is the domain listed for aftermarket auction.

And I would question how does your non-expert, non-ICANN attendee, non-domain professional even though there is the existence of an aftermarket domain or an aftermarket domain - a domain market.

Mikey O'Connor: Right.

Alan Greenberg: And how would they know if theirs is listed when they don't even know the concept exists?

So again I think you have an awful lot of simplification in that one box.

Mikey O'Connor: Yes. Well I think that's a valid point. And I think it varies. I mean, you know, the easy way out of almost any of these points is the consultant's answer which is it depends.

So, you know, point well taken.

Michele and then James.

Michele Neylon: Well I suppose the simple thing is this, I mean you - just addressing what you mentioned about you having a few very, very good and very valuable domain names which I might ping you about afterwards because I'm curious.

Mikey O'Connor: Well one of them is (bar.com) for example.

Michele Neylon: Okay. Well...

Mikey O'Connor: That's a pretty good domain.

Michele Neylon: I won't disagree with you. I mean this - you know damn well that I bought a whole load of domains just today.

The question I have is okay, indicates of a high value domain like say (bar.com), why on earth wouldn't you have it renewed for ten years?

Mikey O'Connor: Yes, agree.

Michele Neylon: I mean that's an obvious one.

((Crosstalk))

Mikey O'Connor: Yes. I think it's the gray areas. I mean clearly (bar.com) is super duper secured, I mean, you know, there's all kinds of security on that name. It's the ones in the middle and shades of gray that it's the tricky spaces. I mean but...

((Crosstalk))

Michele Neylon: (Closer enough). I mean as long as you accept that. I mean it's just I couldn't understand the...

Mikey O'Connor: Yes.

Michele Neylon: ...you know, the really high value domain when you know it's worth that much. That was the one that just kind of confused me a small bit.

Mikey O'Connor: Yes. No. I think it's more (Joe) small businessman. Well, you know, the example that I posted to the list, my friend who writes books and has his domain name and it's a single word, English language, .com, generic name.

And (S spots) number on it was, I don't know, 30 or \$40,000. Well he's totally unaware of that. And he bought it through a reseller. The reseller's gone. He's clueless so he's let all of his stuff lapse. It's, you know, it's that kind of story.

And I think there are a fair number of those stories out there. But point taken.

James.

Cheryl Langdon-Orr: Mike, Cheryl here.

Mikey O'Connor: Cheryl go ahead.

Cheryl Langdon-Orr: Mikey can I get on this? I just want to get on the queue, that's all.

Mikey O'Connor: Okay, you're in the queue after Jeffrey.

James Bladel: This is James. I'll go ahead and extend a privilege to Cheryl there since she's dropped a couple times. I want to make sure you get her comments in.

Mikey O'Connor: Yes. I think that's great. Thanks James.

Cheryl go ahead.

Cheryl Langdon-Orr: Thank you guys. But I'm no longer mobile, so it's unlikely I'll drop quite as often now (when I'm talking).

Man: (Unintelligible).

Cheryl Langdon-Orr: I'm just (unintelligible) I'm going to fizzle out. I was just wondering to why, we know -- on two things -- (unintelligible) is exactly aware of some of the (productive work that this working group in terms of) (unintelligible). And I know we've gone into these a couple times early on in our process (but it also picks up on what) (unintelligible) and that is (we're required of) trying to minimize these things. It's like trying (unintelligible) and username is clear and pretty simple (unintelligible) accessible information. And that I think something that (unintelligible) and I just want to thank you very much for (unintelligible).

Mikey O'Connor: Oh shucks, thanks.

Is that it?

James Bladel: Apparently.

Mikey O'Connor: Okay.

Cheryl Langdon-Orr: I'm actually sitting next to somebody (unintelligible) fairly quiet.

Mikey O'Connor: Okay. James take it away.

James Bladel: Hi Mikey. So I'll just say all the nice things that Cheryl said about you before I jump in with a critique of your scenario that you had mentioned earlier where if one of your names were to somehow find it's way into auction and it were listed let's say for \$5,000.

Mikey O'Connor: Yes.

James Bladel: And the customer service person, you know, you're calling them and you want to renew. You know you seem to imply that the registrar has an option or a choice in that particular scenario whether to renew it for you at the, whatever the renewal rate or the redemption rate or whatever the rate, but something less than the current auction price, right.

I guess what I'm getting at here is I don't believe that we have that kind of discretion. In fact, you know, I think it's very common that we will see names will start to attract a lot of attention in an aftermarket.

And in some ways that much more than any of the reminder emails or any of the parking your domain is going to expire right now pages, or any of the 21 point purple font messages we send to these folks, as soon as their name hits the auction and starts commanding four or five figures and people start calling them, that is a great indication that hey something needs to be done.

And then in all of those cases, all of those cases we will much to the dissatisfaction of the auction participant will cancel the auction and restore their name back to the original, the RAE.

So I just want to be clear because I think you implied that we had a choice there and obviously when you give a business a choice like that they're going to go with the, you know, with the - they're going to follow the money.

But I don't believe that that's entirely true. So I'll just leave it at that.

Mikey O'Connor: Yes. I mean one of the reasons that I wanted to sort of splash into this (yucky) issue is because I think again we're in a tricky gray area. The countervailing argument to yours would be, well take my friend. I doubt that anybody would call him on that because he's not part of the domain buying and selling community at all. He is just an author.

And so people who would see that the auction's commanding a big number wouldn't know my friend at all.

James Bladel: Mikey.

Mikey O'Connor: Yes.

James Bladel: When the price gets that high the sharks come out. They do Google lookups, they do Facebook lookups and they do phone book lookups. And they will find him, you know.

Mikey O'Connor: Really?

James Bladel: Oh absolutely, absolutely. You don't have to worry so much about someone having a name. You know and I don't want to say that there's different tiers of valuations.

But I want to point out specifically that when a name gets to that level of attention then folks will try to work around the auction processing and make a direct deal with the RAEs because they know that they have the option of

going back to the registrar and renewing it at the original price or something thereabouts.

So they can undermine this entire. I can't believe I'm saying some of this on the record. But I want you to understand that registrants or registrars are not choosing to, you know, throw RAE under the bus so that an auction can continue, okay.

Mikey O'Connor: Yes.

((Crosstalk))

James Bladel: And I'm going to let some of the other registrars jump in here because I don't - I'm not 100% clear if this is just the good actors doing this and there's some shady guys out there or if this is actually, you know, part of the auto renew and our redemption grace period. You know this is not an option for registrars. So go ahead Jeffrey, you can back me up or tell me that I need to stop (speaking).

Jeff Eckhaus: Well I was just going to actually start on a separate point on this and it was just about I guess Mike, I guess you brought up the example of your friend who's not involved.

And, you know, no offense to, you know, anybody here, but I thought one of the goals of this was this group was not to save people from their own stupidity and their own ignorance. You know that is - you know people - if he let it lapse and it meant something to him and he, you know, he didn't follow-up on it, that's - you know at the end of the day as long as, you know, he has - if he can- the point of this group is to say did he have notice of it. Was he able to follow it?

If he decided hey I'm just going to let things lapse and I'm not going to pay for something and then he's expected to, you know, at the end of the day (the

magic), will be able to come back and pay for it and get it back after he doesn't pay for something for, you know, X amount, you know.

What - do we determine a decent amount of time then, you know, I don't think that's - and it's debatable here that we should be able to, you know, bring it magically back to everyone after a certain amount of time. Just because somebody bought it once does not mean that they have a lifetime hold on it.

Mikey O'Connor: Yes. No, I agree with that. And his situation was the one where the - he bought it through a reseller, long, long, long, long ago. He actually - I think the third party was a web development company that probably acquired the name for him. They went out of business. The people all went away.

You know it's back a couple of pages in the tangled web so he wasn't getting the renewal notices because he didn't know that he should get renewal notices. He's perfectly happy to pay for the name. He just wasn't in the loop.

So as with all of this...

Cheryl Langdon-Orr: Mikey.

Mikey O'Connor: Yes, go ahead.

Cheryl Langdon-Orr: Mikey.

Mikey O'Connor: Who's this?

Cheryl Langdon-Orr: Sorry, Cheryl here. And again, I do apologize (unintelligible) I can't put my hand up, I'm sorry. But isn't it exactly the point that in fact it is the average non-domainers who would be the ones who have huge if not disproportionately (business doing something) that when they realize they have lost it (through interface and no particular fault) aren't we in a position to (unintelligible) a trust meeting and (ensuring) a trust meeting exercise by

having a system or (unintelligible) that minimizes the quite reasonable (unintelligible) your example (unintelligible)? Then you are looking at the ability to (renew - to license for ten years) and year nine you lucky if you can remember who you bought it from.

This is not (real corp.) business. Average (Joe) use of domain name licensing. You know they don't even (unintelligible) stuff like you guys do. But we're not trying (unintelligible) you know the (unmet) message and the stupidity because no, we can't do that. Nor do we want to see a (charity) (unintelligible) system (unintelligible).

Okay that does (for me).

Mikey Connor: There you go. Thanks Cheryl. By the way if you have a choice of phones, the one that you've been using isn't the best in terms of...

Cheryl Langdon-Or: I have no choices.

Mikey O'Connor: Okay.

Cheryl Langdon-Orr: I have no choices. So I'm sitting by a dying friend.

Mikey O'Connor: Oh that's a bad situation. Our condolences to you and your friend. Sorry about that.

But I think Cheryl's point is right on the button in that I think there's a middle ground that we might be able to find. And that would be my goal. That's the main thing.

Jeffrey your hand is still up, is that...

Jeff Eckhaus: Yes, I just want to respond is that I think that we still haven't, you know, before we get to what you describe as the middle ground or other piece, I

think we need to answer the questions of this charter which is there adequate time, is there adequate notice.

And I don't think we've gotten there yet before we come out with resolutions and saying we need to make changes because we haven't to determine if there even - if there is a need for changes at this time.

Mikey O'Connor: Yes. And I - that gets us into a debate that I'd like to sort of postpone...

((Crosstalk))

Jeff Eckhaus: Well that's like saying hey let's come out with a solution before we even know if there's a problem.

Mikey O'Connor: No, no. I'm not saying that. What I'm saying is that this particular flow chart wasn't based on any kind of empirical data, we...

((Crosstalk))

Jeff Eckhaus: Oh no, I'm not referring to your flow chart. I wasn't referring to that about this point. I'm just saying, you know, like before we say hey we have to figure out what the solution is then figure out how we send out, you know, make changes. We have to decide do we need to make changes? Is there still an issue?

Mikey O'Connor: Yes.

Jeff Eckhaus: And I think that's still part of that original charter. And with this work we're supposed to be doing, I don't know if we've gotten to that point yet.

Mikey O'Connor: Yes, I agree. And we do have sort of a chicken and egg problem with the data. And we ran into this a bit in the Registration Abuse Working Group. You

know what we did in registration abuse is we went back to the Compliance Department and had them pull some information.

The trick here is that in many cases the registrant again our hapless normal type person probably has no idea that ICANN even exists and thus the complaint process. Well it's that whole - I mean we've been down that road before. I don't even want to open that one up.

But I acknowledge your point Jeffrey.

Alan.

Alan Greenberg: Yes, a couple of things. The registrar survey that we did clearly indicated that the registrars in this group and a small superset above it clearly offer the opportunity to fix problems for a reasonable amount of time.

One of the questions that we need to grasp or grapple with eventually is do we need to make that a rule so if a bad actor chooses not to give the registrant the opportunity to buy it back, is he violating the rule or is he doing it with impunity because there is no rule, that he needs to allow to do that.

And I think that's one of the questions of, you know, can we put a set of rules in place, not rules, can we put a set of principles in place that a registrant can rely on or is it up to the discretion of any given registrar to decide what the rules are that week.

And I think that's one of the issues that we have to look at. In terms of making everything okay, there's no way we can do it as I think some - either I or someone mentioned earlier there's a lot of people who buy or acquire domain names through a web posting company. And the web poster company keeps the name in their - keeps the domain in their name.

Well if they agree to that there's not a lot we can do to fix it. And the hosting company is the one that gets the renewal notice and they may or may not pass it on to the, you know, the person who originally put the money up for the domain.

And I'm not sure we have the tools to fix that even if we wanted to. So we can't fix all the problems.

But the question is can we put a reasonable set of expectations in place for the registrant?

Mikey O'Connor: Thanks Alan. James, you're up.

Cheryl Langdon-Orr: (And)...

James Bladel: Thanks Mikey. And...

Cheryl Langdon-Orr: (Unintelligible).

Mikey O'Connor: Cheryl do you want to jump in at this point?

Cheryl Langdon-Orr: No, just want to get in the queue.

Mikey O'Connor: Okay. Go ahead James.

James Bladel: So thanks Mikey. And with all respects to my friend (Paul). You know when ICANN got rolling here back in the - it was before my involvement in the industry back in the late 90s, you know, I think they recognized there was an important component or important role for market driven, you know, and a market driven ecosphere to operate in the domain name space was going to result in lower prices, better service, more innovation and just, you know, an explosion of all these different business models and opportunities for not just folks in the industry but everyone connected downstream from the industry to,

you know, to really innovate and create and to prosper and offer those services out to others would who innovate and create.

So, you know, we've got the benefits of this and I think that no one can look back on that time period and say that it's been anything but an amazing success.

Certainly a lot of those things were not anticipated. I think that the domain name aftermarket was not something that was foreseen when a lot of these things were rolled out here.

But I just want to point out that, you know, I feel as though that the - to harness the powers of that type of a, you know, ecosystem you also have to have an understanding that as Alan was saying, there was limitations on how far we could go to help but even if we want to there are - certainly there are rights that are associated with time.

So, you know, the stock on the .com that I bought that the (case) has been recovered. You know I lost my rights to go back and buy that at the price it was in 2002 for example.

You know and all these things you cannot necessarily have complete undo ability of all transfers, all market decisions and all market choices for consumers for all times.

And I'm very concerned that some - well when we get into some of these narrower subjects that that's the sentiment that comes up from time to time is that something bad could happen to a consumer at some point in the future so therefore we need to flatten the playing field and I guess, you know, the logical extreme for that is that all registrars look at and behave identically.

And then again with all difference to my Mr. Diaz were back where we were in 1998. And I just I wanted to get that on the record because I think it's

important that we do everything possible. We maintain every opportunity. If a consumer has a bad experience with a registrar, you know, by all means I would welcome them of course to my own company. Not only that but to other respectful registrars.

But there would be no competitive differentiators if there weren't other registrars out there who weren't, you know, somehow not as good or priced not competitively or something like that.

So I just wanted to get all this on the record because there are genies that we're trying to cram back into the bottle here. And I think that, you know, it's going down a rabbit hole that we don't want to go down so there's my rant.

Mikey O'Connor: Great rant James. And I'm fine with that. I'm too old to cram genies back into bottles.

But at the same time when you were starting that soliloquy I was thinking about other industries and how as they mature and they learn lessons from the marketplace they circle back around and refine their model.

And I think that's the frame of mind at least that I'm in right now. You know I think we've seen this model run for a bit. I think what the little flow chart is trying to get at is that we've created a model that has a lot of variability and a lot of knowledge required on the part of people.

And to the extent that we can find ways to file off some of the rough edges that are still there as a community that that's an opportunity that we should embrace.

So there you go. Alan go ahead.

Alan Greenberg: Yes. Just quickly, James made a comment that's been made periodically, you know, that there are some people who want to give registrants unlimited

rights to go - come back at anytime and, you know, fix the ills that happened a month or a year or two years ago.

And I don't think anyone has said that. I think everyone is saying that there is a very reasonable statute of limitations. We just want to make it universal and not discretionary.

And that's one point. And the second one and I'll say it with the caveat that I'm not trying to draw any illusions of similarity but occasionally one does have to put genies back in the bottle. And if you look at the financial and banking industry over the last couple of years, sometimes you do have to rollback the clock and things that were done were not right.

And again I'm not trying to draw any comparisons. But, you know, ICANN is in charge of this overall process. And it is ICANN's responsibility to look at it and decide does the finger of a genie need to be stuffed back in the bottle if not the whole genie or not? And I think that's what we're here for.

Mikey O'Connor: Okay. Let's blast the last page. I'm going to go onto the next page which is called No Longer in Zone.

And basically this is just a giant cop out on my part. As you see almost every single action is the same. Check who is and call your registrar.

And given the presentation that Rob made in Sydney, you know, I'm not sure that this happens very often. But again all I was trying to do is illustrate how complicated this is not necessarily define it well.

So James is your hand still up or have you got a new time (now)?

James Bladel: Oh I just raised it again because I think you skipped Cheryl in the queue.

Mikey O'Connor: Oh did I - oh Cheryl, I'm sorry. Go ahead, dreadfully sorry.

Cheryl Langdon-Orr: It's not normally that easy to skip over me (unintelligible) if you've got it.

But the other thing was (unintelligible) and I did (unintelligible) so I (unintelligible) while I was on the other call. The (unintelligible) connected to what I was going to say which is I hear that we can't (unintelligible) time but if you had another metaphor, there was a time when (unintelligible), you know, because (unintelligible) understanding (unintelligible) you know what to expect and (unintelligible).

So, you know, part of what we find is (unintelligible) clearly define established role that (unintelligible) is that (unintelligible) I wanted it to go back to (1945). It can't.

So (unintelligible) and I don't think anybody wants to have (undo) advantage (unintelligible) industry (unintelligible) consumer or across (unintelligible) consumer by the industry. And it's (unintelligible). It's going to be (unintelligible) and part of what we can do (unintelligible) really (unintelligible) what they do.

And if you want to buy (unintelligible) but it means that people (unintelligible) informed choice and that's (unintelligible) to do.

And part of (unintelligible) is leadership (unintelligible).

Mikey O'Connor: I think that sums up where I was coming from quite well Cheryl. Thanks.

Okay, I think I'm done with the chart part unless there's anything else. Let me carry on now to the Mike's wish list.

And these were just little tiny granular ideas that fell out as I was drawing that silly chart.

And we had some discussion on the list. We could go a number of different ways. I think what I'm going to do is just sort of briefly summarize them and then we can decide as a group sort of how we want to proceed from here.

But Michele's got his hand up. Go ahead Michele. You're on mute.

Michele Neylon: Keep going Mikey some more. But I was just putting my hand up just to let you, you know, dig yourself in a little bit before...

((Crosstalk))

Mikey O'Connor: Oh okay, all right. Well I'm happy to dig away.

Michele Neylon: Well actually I'll save you the bother. I mean the main problem I have is in relation to emails and various other things. This kind of assumption that certain things can be done concerns me greatly. That was on the first page.

Mikey O'Connor: Yes, well in fact that's the first bullet.

And let me, you know, I think that's a great lead in actually. I think a lot of these things fall outside of the realm of legislation, policy mandate. And fall much more in the realm of industry convention, best practice.

I think if we could figure out and so the first one was originate renewal notices from a consistent and distinctive email address that's used for no other purpose. And then remind registrants to white list that address in their spam filters.

Where I was going with that was that sort of basic process improvement thing, you know, we've talked a lot about the difficulties with emails not getting to the right place and then caught in spam filters, being spoofed by malicious parties that are pretending to be the registrar or the reseller and actually are slamming them into another provider.

This could fall into the convention much like the telephone industry has the convention that if you want a non-operating phone number in the United States, use the prefix 555.

And everybody kind of gets used to the fact that if you're seeing a number in a book or a publication where it's 555 it's an example. Or example.com is another convention that's the RFC for domains that are used as examples.

I own another domain that gets used as an example a lot, company.com. And Microsoft used it as the example in one of their products. And I was deluged with email for years.

So I'm not necessarily saying that we mandate these things. I'm saying that these are just cool ideas that could find their way into best practice and might work or might not. You know I will be the first to admit to being pretty clueless about this late stage domain stuff because I'm pretty used to having a - just renewing all the time.

So that's a good set of caveats on that. I do like the ideas of things like expiration schedules, consistent service disruptions. All these little things on this sort of easy stuff list is sort of my gift to the community that says I don't know, here are some ideas. Might work, might be easy to do, might make the situation better.

But I agree with you Michele, I'm not sure that I would want to mandate a lot of this stuff per say. The one that I might - well there are a couple on here that I might. I was just reading the plain language version of the RAA that was released by ICANN today. And Cheryl's brought this up several times on the call and I think it's a great idea.

We might want to nudge people towards a convention where there's also a plain language version of some of their policy statements, disclaimers and stuff.

And then the last one on the page gets to the point that Jeff raised earlier which is the confusion between automatic renewal versus auto renewal grace period. We might want to come up with conventions about some of these confusingly similar names just as ways to improve the situation.

But I'm not really expecting grand policy to fall out of this.

On the next page, I've got harder stuff. One of the ones I put in there, we ran into this in registration abuse. We've got a little bit of a section of the report on this business with registrar slamming schemes.

And I think as an industry we would all be better off if we could squelch those. There are some tools that are available that we talk about in our AP a little bit to maybe go after that although the - I think it's the Nominet case shows how difficult these are sometimes to extinguish.

So I'm not - I don't want to be Pollyanna on this.

But the next one, the sort of minimum standards for a registrar who is display, is another one that's fallen out of a couple of other working groups. There is an awful lot of variability in who is display.

And to the extent that we could tune that up, I think we would solve several problems. But certainly - to a certain extent problems for registrants in these late stage domain names, you know, if they could get a little bit more consistency in where to go look up the status of their name, a little bit clearer set of status indicators, etcetera, etcetera.

((Crosstalk))

Alan Greenberg: Mikey I have a question.

Mikey O'Connor: Go ahead Alan, sorry.

Alan Greenberg: Yes. In respect - with respect to the minimum standards, could that also be addressed in your mind by having a defined source to go to for the information? In other words you can go to ICANN and get a standard format for any domain name or you can go to the registry and get that information regardless of whether the information is stored in the registrar or in the registry, that they are well defined and places that we can publicize properly to get that information.

Is that - would that have the same effect in your mind of the wording that you used?

Mikey O'Connor: Yes. I think the sky is the limit in terms of creative ways to tackle this. I didn't want to be prescriptive. I just threw out a bunch of ideas.

Alan Greenberg: Okay. Just a note, we're ten minutes before the end of the meeting.

Mikey O'Connor: Oh well I think we'll be okay unless you want to do anything else in which case...

((Crosstalk))

Alan Greenberg: We need to have a very short discussion about Nairobi.

Mikey O'Connor: Okay. Maybe what we'll do is take Michele's point and then sort of draw a line here and pick it up at the next meeting.

Alan Greenberg: Okay.

Mikey O'Connor: Michele go ahead. You get the last word you lucky dog.

Michele Neylon: Oh I've always wanted that. And with regard to the entire who is thing, just a couple of things.

And I think under present as registrars we're obliged to offer who is data both in some kind of (Port 80) in other words on a web page and also by a command line who is which of course be accessed by anybody else who wants to use (us) and reproduce us in any shape, form or format that they choose.

And while I fully understand and don't have any issue with the idea of some kind of, you know, this is where you should go to check the data concept. You know there is a little rider that I'd add that, you know, you cannot determine where somebody's actually going to go. You can't really force them.

Mikey O'Connor: Yes.

Michele Neylon: And people will use certain web sites and trust what they see regardless.

In terms of the actual form up for the who is display, I have some interesting interactions with David Geiser and his team because this came up in other working groups.

And because we're in a position where we don't have millions of names under management, it was - I thought well okay hey if we're going to start playing about with things now is the time to do it when we don't have a huge number.

So they actually gave us a who is format template that they thought was the easiest and sanest for them to work with. In other words for somebody from compliance, you know, to go and have a look at who is records and check to see that it was showing the data that it was meant to show.

And, you know, that was pretty helpful. And I don't disagree. I mean there are - sometimes it is very, very awkward and very hard to work out what the hell you're looking at. And even if you're look at who is records all day long.

And just going back to the previous slide, I didn't - what I was talking about with regards to email wasn't your first bullet. It was your one, two, three, four; your fifth. Your fifth bullet. Originating (in your notes) from a consistent (splash) of distinctive email address. I don't have any issue with that.

I do have a huge issue with do not disrupt email and expiration.

Mikey O'Connor: Right. Yes, and that came up on the list. And I agree with your points there.

Michele Neylon: Yes. It's just, you know, the other thing I think Alan raised it as well is that, you know, there is this - people have an awful habit of oversimplifying domain names and just assuming that because I've - because you own (bar.com) that (bar.com) is the only host on that domain name that is being used for email. You could have decided to have (lipsbar.com), a stupid example where you might want to maintain name lists and people would post to those lists and everything else. And it's all hanging on a different host name.

And, you know, the example I give people is if you go to log.ie you see a (holding) page and you think it's part - whatever. Where if you go to (b.log.ie) you'll actually get to it's (read my rant and rants).

And, you know, the people have an awful habit of oversimplifying these things. That's all.

Mikey O'Connor: Yes. You know I think what happened there was I was bombing along in that section of the chart where I was describing the kind of nightmarish possibilities for email to get waylaid and I don't know if I put this in here anywhere. I mean, you know, another thought that came to me later was

maybe what we ought to do is sort of encourage people either as emphatically - well I don't know how emphatically.

But discourage people from having the email addresses for the contacts for a domain be in the same domain. So for example in (bar.com), best not have (foodbar.com) be the registrant email and maybe go so far as to edit that when the domain is being applied for and say, you can't use a domain - an email within the same domain as the contact address.

Alan Greenberg: Yes, that was one of my suggestions. At least one of the addresses must be somewhere else.

Mikey O'Connor: Yes. Okay, I think Alan with that you have the floor. You can make a determination whether you want to pick this conversation up at the next call or not.

Alan Greenberg: Well I think we probably need to talk in the interim about what form it will take.

But yes, I think this is a - being very productive conversation. I'd like to first thank you for effectively taking over the chair and letting me be a regular participant. It's quite delightful. If you'd like to draw permanently come speak to me.

In terms of Nairobi at this point we had about 14 people who said they were going to be there. As of today four of them have definitively said they're not coming, another couple aren't sure.

At this point according to Marika I think you said we have a time from 1500 to 1600 that we could book on Monday and that's probably the only time that we would be allowed to book a meeting at this point.

Marika Konings: This is Marika. That's correct. And I saw (a draft) schedule and that's the time I suggested as I didn't see any other possibilities that wouldn't conflict with

any other (unintelligible). I mean there might be some other breaks that we could use maybe on Wednesday but I think there are some other meetings already scheduled...

Alan Greenberg: Okay.

Marika Konings: ...at that time as well and so that's seemed the most convenient.

Alan Greenberg: My inclination is that if we lose many more people it's not going to be worth it at all because we're losing a significant number of our very active participants.

But at this point I would suggest that we keep the slot open with the understanding that we may well turn it back based on the participation. And if everyone's happy leaving it in that nebulous state then I certainly am until things get just a little bit clearer.

Michele, or your hand up from before.

Michele Neylon: No, it's up again so...

Alan Greenberg: Okay.

Michele Neylon: ...it's fresh.

Alan Greenberg: Yes.

Michele Neylon: No, just as a side note. If anybody has registered for Nairobi and there isn't time to attend, they sent out an email about an hour or so ago just asking people to clarify whether they were going to attend or not.

Alan Greenberg: Do they not have a deregister button?

Michele Neylon: Yes.

Alan Greenberg: Oh, scary.

Michele Neylon: (Unintelligible).

Alan Greenberg: Thank you for that. Is there anything else? We have three minutes to go in the meeting. Again I want to thank Mikey for his - the prep work ahead of time and for taking over the chair and running the meeting.

And I think we will see you all in a week barring any other comments.

Man: Bye Alan.

Mikey O'Connor: Okie-dokie. Thanks Alan.

Alan Greenberg: And Cheryl thank you for joining us under adverse conditions.

Mikey O'Connor: Yes.

Cheryl Langdon-Orr: Yes. No problem at all. Alan if you need to ring me that's fine. I'm just sitting here.

Mikey have you sent that email (unintelligible)?

Mikey O'Connor: Say that again.

Michele Neylon: What?

Mikey O'Connor: Say that again.

Cheryl Langdon-Orr: Have you sent the email Mikey (that you're referring to)?

Alan Greenberg: Michele was referring to it.

Cheryl Langdon-Orr: Michele, sorry (unintelligible).

Michele Neylon: It's all summation Cheryl (unintelligible).

Cheryl Langdon-Orr: But it's from the organizer. Is that the case?

Michele Neylon: It's coming from donotreply@icann.org, subject line ICANN Nairobi Meeting Registration Confirmation. And it gives you log in email.

Cheryl Langdon-Orr: Okay. That's okay, just so I know what - yes, I just needed to know what to look for. That's all. Thanks Mikey.

Michele Neylon: Okay.

Alan Greenberg: Cheryl are you going to be home sometime in the next ten hours?

Cheryl Langdon-Orr: Who knows.

Alan Greenberg: Okay.

Cheryl Langdon-Orr: We made a promise she wouldn't be alone and she's not going to be alone. So you've got my mobile number and...

Alan Greenberg: Okay. I don't think there's anything crucial that we need to do right now. Let's try to get in touch tomorrow.

Cheryl Langdon-Orr: Yes, if you need...

Alan Greenberg: Okay?

Cheryl Langdon-Orr: ...if you need me you know where I am.

Alan Greenberg: Yes.

Cheryl Langdon-Orr: Okay, bye.

Alan Greenberg: Take care.

END