Providing Better Services

Registrar Liaison Team

Mission:

- Promotion of competition and consumer choice (providing a level playing field)

- Enabling registrars to utilize available ICANN resources and participate in the bottom-up process

- Supporting registrars in complying with the RAA and consensus policies

- Protection of registrants

Registrar Liaison Team

Key Services:

- Processing of accreditation applications & agreements

- Implementation of new & amended consensus policies

- Creation & operation of registrar (RAA) training program

- Management of RDE program

- Transitioning of de-accredited registrars

- Handling of registrant inquiries & complaints

- Outreach & liaison services

- Logistical support of Registrar Stakeholder Group

Registry Liaison Team

- Relationships governed by the individual Registry or Sponsorship Agreements.

- As the business environment changes, and technology continues to develop, ICANN staff works closely with the gTLD registries to:
  - review and adapt the provisions of the Registry and Sponsorship Agreements,
  - answer inquiries,
  - support the needs of the stakeholder group.

Registry Liaison Team

Key Services

- Process RSEP and RAA

- Manage contract Renewals

- Manage general inquiries; issue resolution

- Process monthly reports

- Outreach & liaison services

- Logistical support of Registry Stakeholder Group

Changing Environment

- New registries

- Vertical integration

- More consistent Registry agreements

- Continual discussion of RAA

- Increased regional participation in RrSG & RySG

Planned Improvements

- Staffing

- Infrastructure

- Project and Program Management

Brainstorm Questions

1. What other changes should be anticipated?

2. What are we doing well?

3. What do we need to improve?

4. What are we missing to offer?

5. What we should not be doing?