







WELCOME



AsiaPacific
Regional Event of ICANN-Accredited Registrars and gTLD Registries

I C A N N T O K Y O | 2 6 - 2 7 A U G U S T 2 0 1 0

Schedule Thursday, 26 August

Morning		Afternoon	
9:00	Welcome/Introductions/Key Messages - Craig Schwartz/Tim Cole	14:30	GNSO Policy Development - Margie Milam
9:30	Recap of Recent ICANN Activity - Tim Cole	15:30	Coffee 
10:30	Coffee 	16:00	Registrar Contact Change – Tim Cole
11:00	Registry Transition Processes - Craig Schwartz	16:30	New RAA Implementation – Tim Cole
12:00	Security Update - Yurie Ito	17:00	Networking/Free Time
12:30	Lunch/Networking 	17:50	Meet in Cerulean Lobby
14:00	Registry Presentations	18:00	DotAsia Dinner 

Welcome/Introductions/Key Messages

Presenters

Craig Schwartz – Chief gTLD Registry Liaison

Tim Cole – Chief Registrar Liaison

Recap of Recent ICANN Activity

Presenter

Tim Cole – Chief Registrar Liaison

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Topics

- Brussels Meeting Highlights
- IDN Update
- Key Policy Issues
- 2009 RAA Implementation
- Registrar Training Program
- DNSSEC
- New gTLD Recap

Brussels Meeting Recap

Brussels Meeting Highlights

- 1625 Registered Participants
- 130 Countries and Territories Represented
- Chinese IDN TLDs Approved for
 - China
 - Hong Kong
 - Taiwan

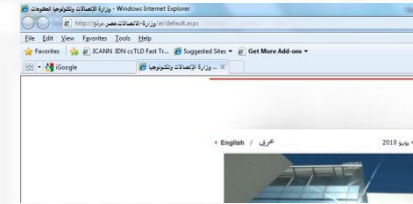
Brussels Meeting Highlights cont.

- .XXX contract negotiations approved to go forward
- Fiscal Year 2011 (1 July 2010 – 30 June 2011)
Budget and Operating Plan Approved
- New gTLD Program Discussed
- Stakeholder Groups and Advisory Councils Met
- GNSO Business Conducted

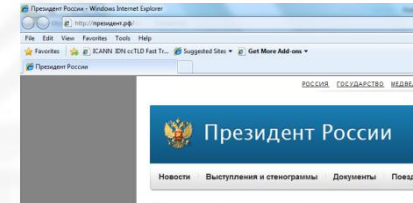
Internationalized Domain Name Update

First IDN ccTLDs in the DNS

China	.中国 and .中國
Egypt***	.مصر.
Hong Kong	.香港
Russia**	.рф
Taiwan	.台灣 and .台灣
Saudi Arabia*	.السعودية.
UAE****	.امارات.
Thailand	ไทย
Jordan	.الاردن.
Palestine	.فلسطين.
Sri Lanka	ලංකා and இலங்கை



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IDN General Status

- First IDN ccTLDs live and more coming
 - Strings approved for: Qatar, Singapore, Syria (need delegation process)
 - 33 requests totally/22 languages
 - Review planned for Q4-2010 (please participate)
- IDNA protocol (revision) released
- IDN gTLDs in the gTLD Program – to be launched
- Usability generally (including IDNs)
- TLD variants management project – initiated
- IDN Guidelines revision under way
- Internationalized Email Protocol under way (IETF)

Key Policy Issues

Full update Thursday afternoon

Margie Milam – Senior Policy Counselor

Key Policy Issues

- GNSO Improvements
- Inter-Registrar Transfer Policy
- Post-Expiration Domain Name Recovery
- Registration Abuse Policies
- Registrar Accreditation Agreement
- Vertical Integration
- Whois
- Internationalized Domain Names (IDNs)

2009 RAA Implementation

Full update Thursday afternoon

Tim Cole – Chief Registrar Liaison

2009 RAA

- Advantages to adopting
- What's changed
- Implementation Successes – Statistics
- Bilingual Certificate of Accreditation

Registrar Training Program

Full update Friday afternoon

Brian Peck – Registrar Liaison Manager

Registrar Training Program

- Developing program in consultation with registrars
- Topics covered
- Seeking additional feedback
- Beta testing expected later this year/early next year

DNSSEC Presentation

Full update Friday afternoon

Richard Lamb – DNSSEC Program Manager

DNSSEC

- Root signed 15 July 2010
- 8 out of 16 gTLD registries are signed or in the process to be signed
- One of the biggest changes ever to the Internet
- Major security implications
- Design is the result of a cooperation between ICANN and VeriSign with support from the U.S. Department of Commerce/NTIA

New gTLD Program Update



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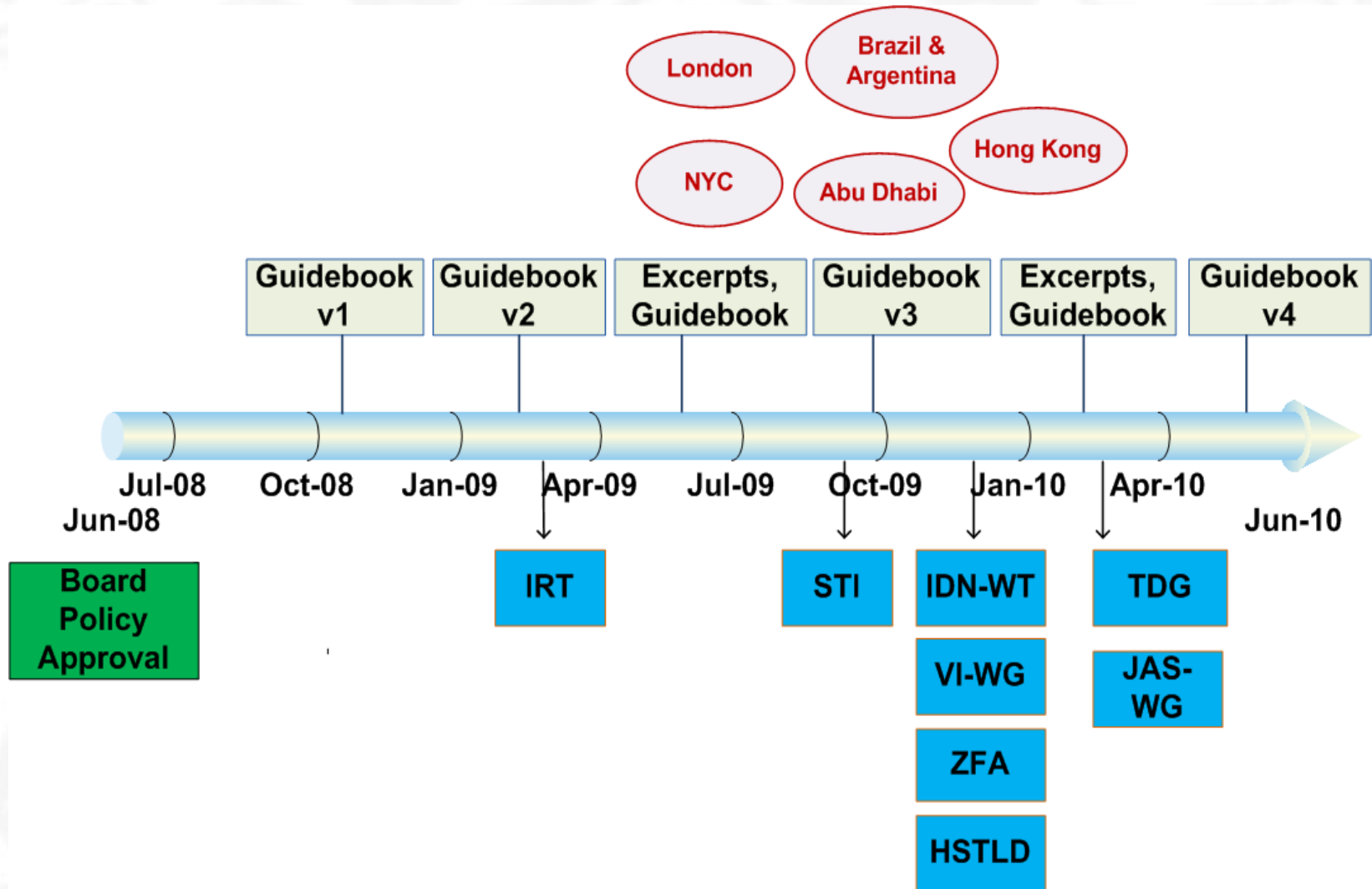
New gTLD Program Results

- Public participation success
- Resolving remaining issues
- Improving the namespace
- Getting ready

The New gTLD Program Today

- Close to resolution on all Guidebook issues
- Thanks to outstanding **public participation** – the ICANN model at work:
 - **IRT** – trademark protections
 - **STI** – Uniform Rapid Suspension and Trademark Clearinghouse
 - **ZFA** – standardized zone file access model
 - **HSTLD** – special designation for high security TLDs
 - **TDG** – registry agreement and post-delegation procedures
 - **VI-WG** – registry/registrar separation
 - **IDN-WT** – variant and 3-character issues

Global Community Collaboration



What Can We Potentially Expect?

- Increase in creativity, innovation and choice
- Increase in competition in the domain name space
- gTLDs tailored to address community needs
- New ways of branding and establishing corporate identity on the Internet
- Internationalized Domain Names (IDNs)
- Need for user education
- Future rounds

What's Next?

- Analysis of public comment received on draft version 4 of Applicant Guidebook
- Board retreat in September to focus on New gTLD Program
 - Next steps based on status of remaining issues (e.g., root zone scaling, economic analysis, trademark protection, malicious conduct, IDN variant management)
- Complete operational readiness preparations
Implement a Global Communications Campaign
 - Notification of final guidebook, application period and other specific dates

Getting to Done

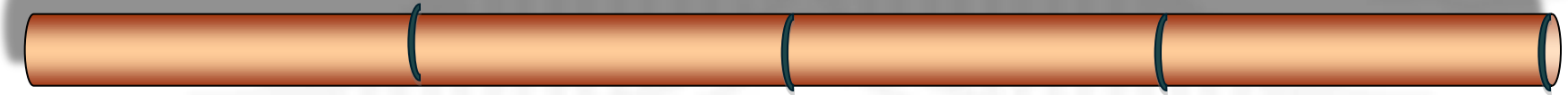
2010

3/1

7/1

10/1

2011



AGBv4



Where to Find More Information

- ICANN website – New gTLD Program web pages
- Twitter
- Write to newgtld@icann.org
- E-Learning page – available soon webinars and podcasts in multiple languages
- ICANN Meeting in Cartagena – December 5 to 10

Coffee Break
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GLOBAL REGISTRY SERVICES



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Registry Transition Processes

Presenter

Craig Schwartz – Chief gTLD Registry Liaison
26 August 2010



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Overview

- Purpose
 - Protection of registrants
 - Security/Stability
 - Confidence in the DNS
- Process
 - Preparation for new gTLDs
 - How can you contribute?
- Products
 - Drafts/Finalization for Applicant Guidebook

Motivation

- Affirmation of Commitments, section 9.2, states as one the commitments of ICANN:
Preserving security, stability and resiliency [of the DNS].
- ICANN bylaws identify the core values of the organization. Core value #1 is as follows:
Preserving and enhancing the operational stability, reliability, security, and global interoperability of the Internet.
- The 2006-2007 ICANN Operating Plan (section 1.1.2) states that ICANN will:
Establish a comprehensive plan to be followed in the event of financial, technical, or business failure of a registry operator, including full compliance with data escrow requirements and recovery testing.

Three Processes

1. Registry Transition Process with Proposed Successor (RyTP-PS)
2. Registry Transition Process with Request for Proposals (RyTP-RFP)
3. Emergency Back-End Registry Operator Temporary Transition Process (EBERO-TTP)

Registry Transition Processes Goals

1. Protect registrants
2. Ensure registry services are operational to the greatest extent possible
3. Maximize the chance of success in the operation of the transitioned gTLD for the new registry operator
4. Ensure transitions occurs in a secure, stable and reliable manner, while minimizing the impact on registrants and gTLD users, and providing transparency to the parties involved in the transition

Definitions

- **Back-end Registry Operator (BRO)** – An organization contracted by a registry to run one or more of the Critical Functions of a gTLD registry
- **Critical Functions** – Functions that are critical to the operation of a gTLD registry:
 1. DNS resolution
 2. DNSSEC properly signed zone (if DNSSEC is offered)
 3. Shared Registration System (SRS), usually by means of the Extensible Provisioning Protocol (EPP)
 4. Registration Data Publication Service, usually by means of the Whois protocol and Web based Whois
 5. Registry Data Escrow

Definitions

- **Registry Transition:** A change in the contracting party of a gTLD Registry Agreement with ICANN. Examples of circumstances leading to a Registry Transition are: name change of the organization running the gTLD, a sale or transfer of the registry, current registry is in breach of Registry Agreement, etc.
- **Successor Registry:** The new contracting party of a gTLD Registry Agreement with ICANN after a Registry Transition.

Registry Transition Process with Proposed Successor



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RyTP with Proposed Successor

Will be used:

- When a registry requests that ICANN assign its Registry Agreement to a prospective successor.
- If at the end of the registry agreement term, or by means of a court order by a legal authority with jurisdiction, the relevant Government or Public authority withdraws its support to the registry operator of a gTLD that is a geographic name, and proposes a successor registry.

RyTP-PS Summary

1. Do Brief Assessment of the situation
2. Do Risk Assessment of the registry and gTLD
3. Check support for the proposed registry
4. Evaluate proposed registry
5. Obtain necessary approvals and enter Agreement with successor if approved
6. If there is change in BRO, do predelegation testing and Execute migration of services
7. Update records with IANA

If check for support in evaluation fails, the process ends with no transition.

Registry Transition Process with Request for Proposals



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RyTP with Request for Proposals

It will be used when:

- A registry is in uncured breach of its Registry Agreement (leading to termination) and does not identify a successor registry; or,
- If at the end of the registry agreement term, or by means of a court order by a legal authority with jurisdiction, the relevant Government or Public authority withdraws its support to the registry operator of a gTLD that is a geographic name, and does not provide a proposed successor registry.

RyTP-RFP Summary

1. Do Brief Assessment of the situation
2. Do Risk Assessment of the registry and gTLD
3. Do Request for Proposals
4. Check for support and evaluate the candidate with the strongest proposal
5. If there is no success, check and evaluate the next strongest
6. If there are no successful applicants, do a second RFP. If still no success, TLD will be sunset
7. Once a successful candidate is identified, obtain necessary approvals and enter agreement with successor if approved
8. If there is change in BRO do pre-delegation testing and execute migration of services
9. Update records with IANA

Prospective Registry Evaluation Matrix

Transition type	What is being changed		Evaluation type		
	Registry Front-end	Back-End Operator	Financial	Technical & Operations*	Due Diligence
Name change	Same	Same	Limited	Minimal	Limited
Current registry is not in breach	Same	Same	Limited	Minimal	Limited
	Same	New	Limited	Full	Limited
	New	Same	Full	Limited	Full
	New	New	Full	Full	Full
Registry is in breach	-	Same	Full	Limited	Full
	-	New	Full	Full	Full

* Technical and Operations evaluation includes review of a plan for Migrating Services and data from current registry.

Prospective Registry Evaluation Matrix

- **Full** indicates a review that is similar in scope to the review of applicants in the new gTLD program. Prospective registry will cover the costs associated with the evaluation. It will be performed by one of the firms engaged in evaluating applications for new gTLDs.
- **Limited** indicates a more narrow scope of review. For example, for Technical and Operations, this could consist of ensuring that the new organization has similar arrangements in place with the Back-End Registry Operator. Whether this type of evaluation will be performed internally and with or without cost for the prospective registry will depend on the specific case at hand.
- **Minimal** indicates a very narrow scope of review performed internally by ICANN and therefore without cost to the prospective registry.

Emergency Back-End Registry Operator Temporary Transition Process



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EBERO-TTP

Will be used for **new gTLDs** primarily when the following conditions are met:

- A registry is in breach of its Registry Agreement
- A Critical Function is being performed below the **Emergency Thresholds** resulting in a situation of unacceptable risk

This temporary transition could also be initiated at the request of the registry if it is aware of or anticipates an inability to adequately provide the Critical Functions

Emergency Thresholds for New gTLDs

Critical Function	Emergency Thresholds	
DNS service (all servers)	4-hour continuous downtime	4-hour downtime/week
DNSSEC*	4-hour continuous downtime	4-hour downtime/week
SRS (EPP)	5-day continuous downtime	5-day downtime/month
Whois/Web-based Whois	7-day continuous downtime	7-day downtime/month
Data Escrow	Breach caused by missing escrow deposits	

*DNSSEC threshold will be in effect three years after inclusion of the gTLD in the root zone.

Measurements to detect the Emergency Threshold for Critical Functions (except Data Escrow) will be drawn from the registry-SLA (Service Level Agreement) monitoring system used by ICANN as described in Specification 6 of the draft Registry Agreement.

EBERO-TTP

- Contrary to the previous two processes already presented, EBERO-TTP **does not represent a definitive transition**.
- Emergency operator will operate Critical Functions until the underlying issues are solved, or the gTLD is transitioned to another operator using one of the previously described Registry Transition processes.
- Once the registry has remediated all issues that may have caused the emergency transitions, it can initiate a Registry Transition Process with proposed successor in order to regain control of gTLD operations. The registry will identify itself as the proposed successor in that process.

EBERO-TTP Summary

1. Obtain escrowed data from Escrow Agent
2. Do Risk Assessment of the registry and gTLD
3. Select and notify Emergency Operator from small pool of pre-evaluated and precontracted operators
4. Activate DNS and DNSSEC
5. Activate Whois
6. Activate SRS (EPP)
7. Activate Data Escrow from emergency operator

Data for Emergency Operations

- ICANN will maintain an archive of daily zone files from all the gTLDs to foster quickly resumption of DNS service
- For the rest of the Critical Functions, data will be obtained from the current registry and/or the data escrow deposits
- Escrow Agents will have 24-hour turnaround Service Level Requirement, for emergencies

SLA for the Emergency Operators

Critical Function	Service Level Requirement
DNS/DNSSEC	2 hours upon receipt of zone file
Whois/Web-based Whois	24 hours upon receipt of data
SRS (EPP)*	72 hours upon receipt of data
Data Escrow	24 hours upon start of SRS operation

*SRS servers ready to accept requests from registrars.

Emergency-Operator Applicants

- Every 5 years will be an RFP for Emergency Operators
- Operators will be selected to be from geographically diverse regions
- Operators must have 3 years of experience with DNS operations
- Operators must have 1 year of experience with Whois and EPP services

Emergency Operator and SRS

During emergency operation an Emergency Operator:

- **Will not** accept billable SRS commands from registrars
- **Will not** do automatic domain expirations
- Will accept the rest of SRS commands
- Will work with all the accredited registrars that already have domains under the gTLD

Emergency-Operator Applicants

- Emergency-Operator applicants will be evaluated using similar processes to those for new-gTLD applicants
- Infrastructure must be operative from the moment of the evaluation

Emergency Operators

- Emergency Operators will be paid a fixed retainer fee while in stand-by ready mode, and an active fee that will vary depending on the size of the operation
- Funding for use of the Emergency-Operator's services during the first five years of the new gTLD will be drawn from the respective reserve fund required of new gTLD registry operators

Emergency Operators

- Emergency Operators will offer a lightweight Registry-Registrar Agreement to all registrars that will cover emergency SRS operation
- An active Emergency Operator will not be eligible to become the definitive successor registry or Back-End operator of the gTLD if there is a Registry Transition

Craig Schwartz
Chief gTLD Registry Liaison
ICANN

<http://www.icann.org>



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Security Update

Presenter

Yurie Ito – Director Global Security Programs

Making the Internet DNS More Secure and Resilient: An ICANN Perspective

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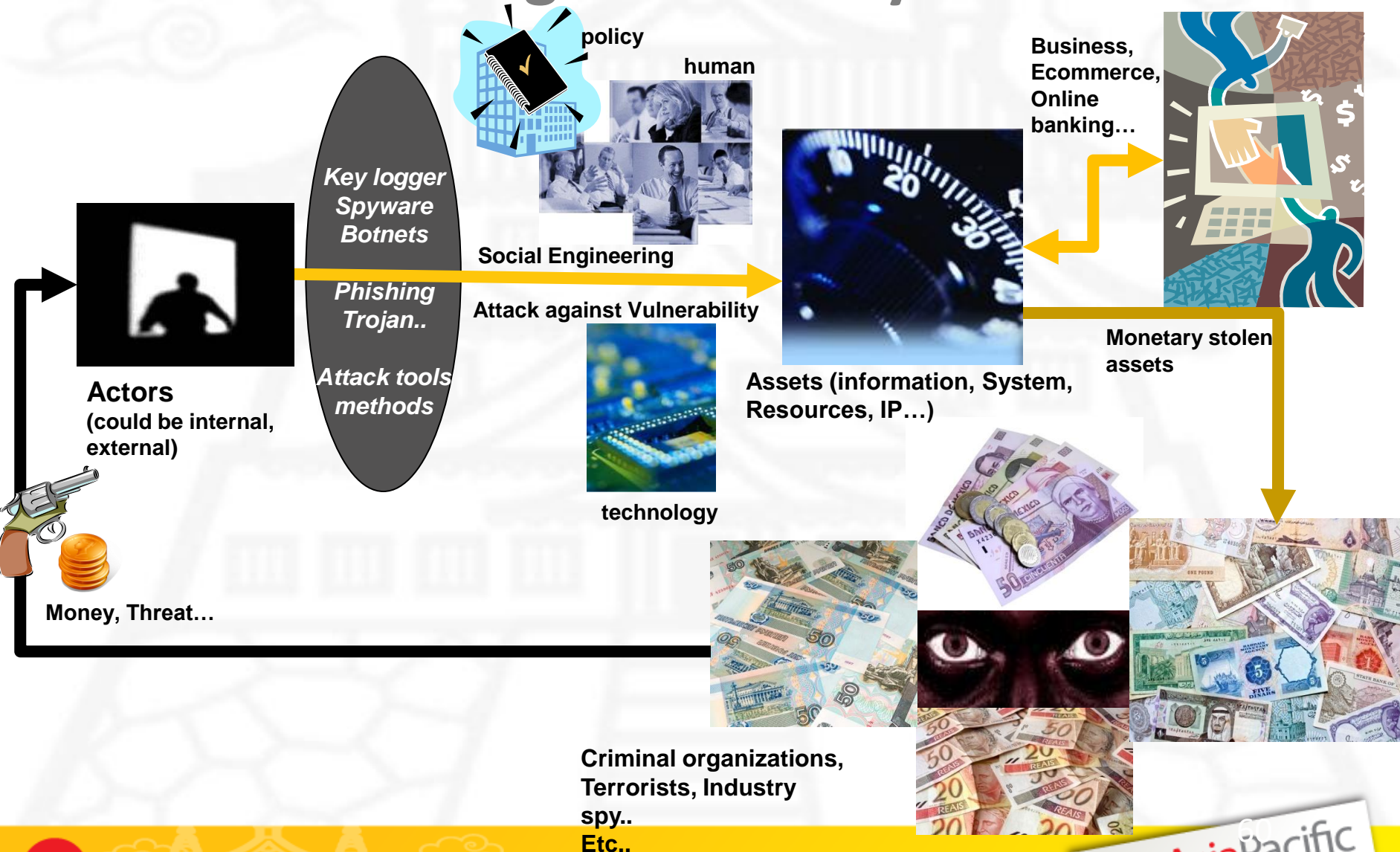
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The Internet as an Ecosystem

- Built as experiment; now part of everyday life
 - Assumed benign, cooperative users
- Now involves a wide variety of systems, stakeholders, opportunities and risks
 - Governments, corporations, civil society, criminals
- Government regulations are part but not all of the answer to provide resilience in key infrastructures such as DNS.
- Shared responsibility best achieved by involving all important stakeholders is vital.
- Malicious actors now use Internet
 - Growing centers of gravity – militarily, economically, socially
 - Anonymity and ability to leverage 3rd Parties for Bad Acts



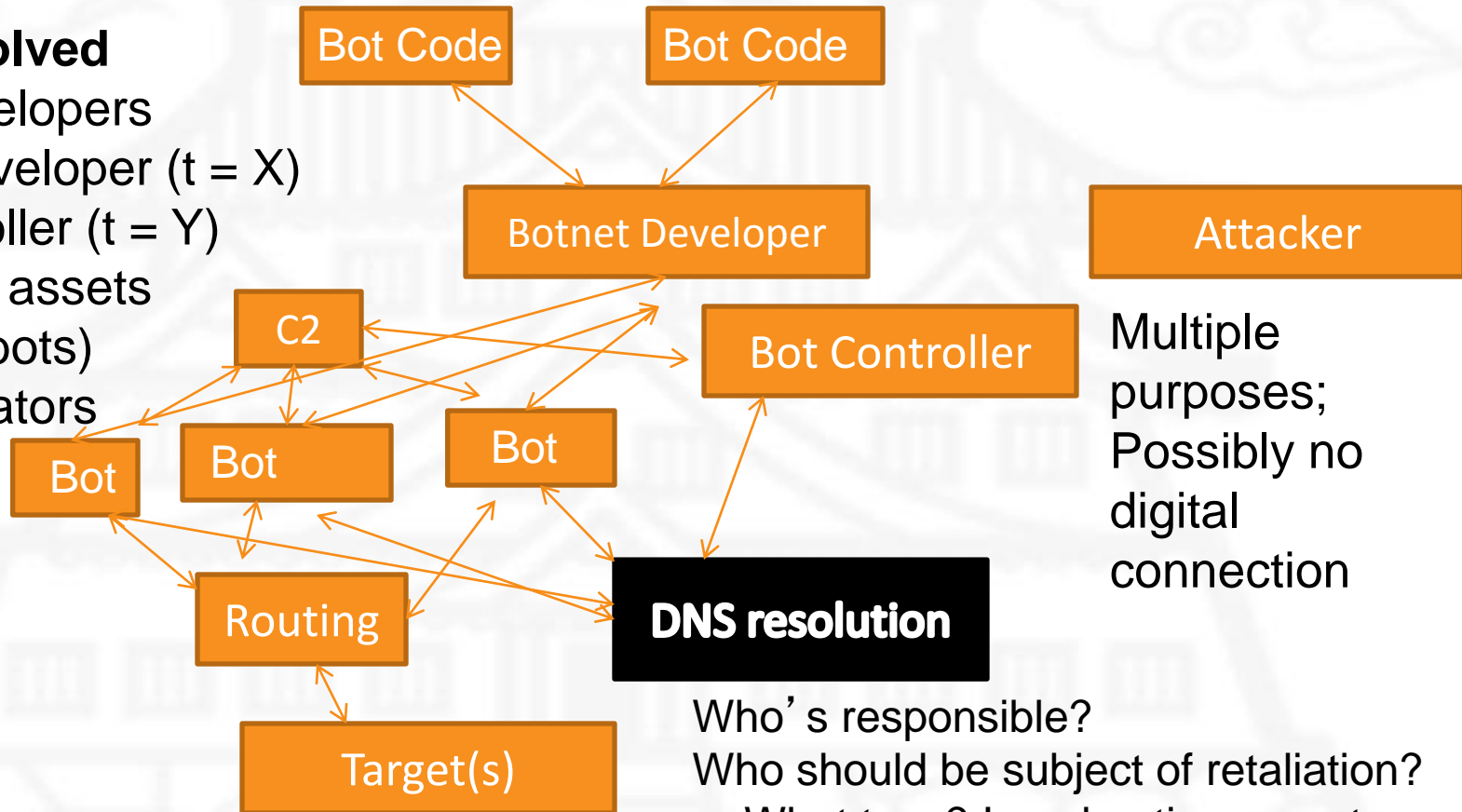
Underground Ecosystem



Botnets and Complexity of Attacks

Actors Involved

- Code Developers
- Botnet Developer (t = X)
- Bot Controller (t = Y)
- Owners of assets (C2 and bots)
- DNS operators
- ISPs
- Target(s)



Multiple purposes; Possibly no digital connection

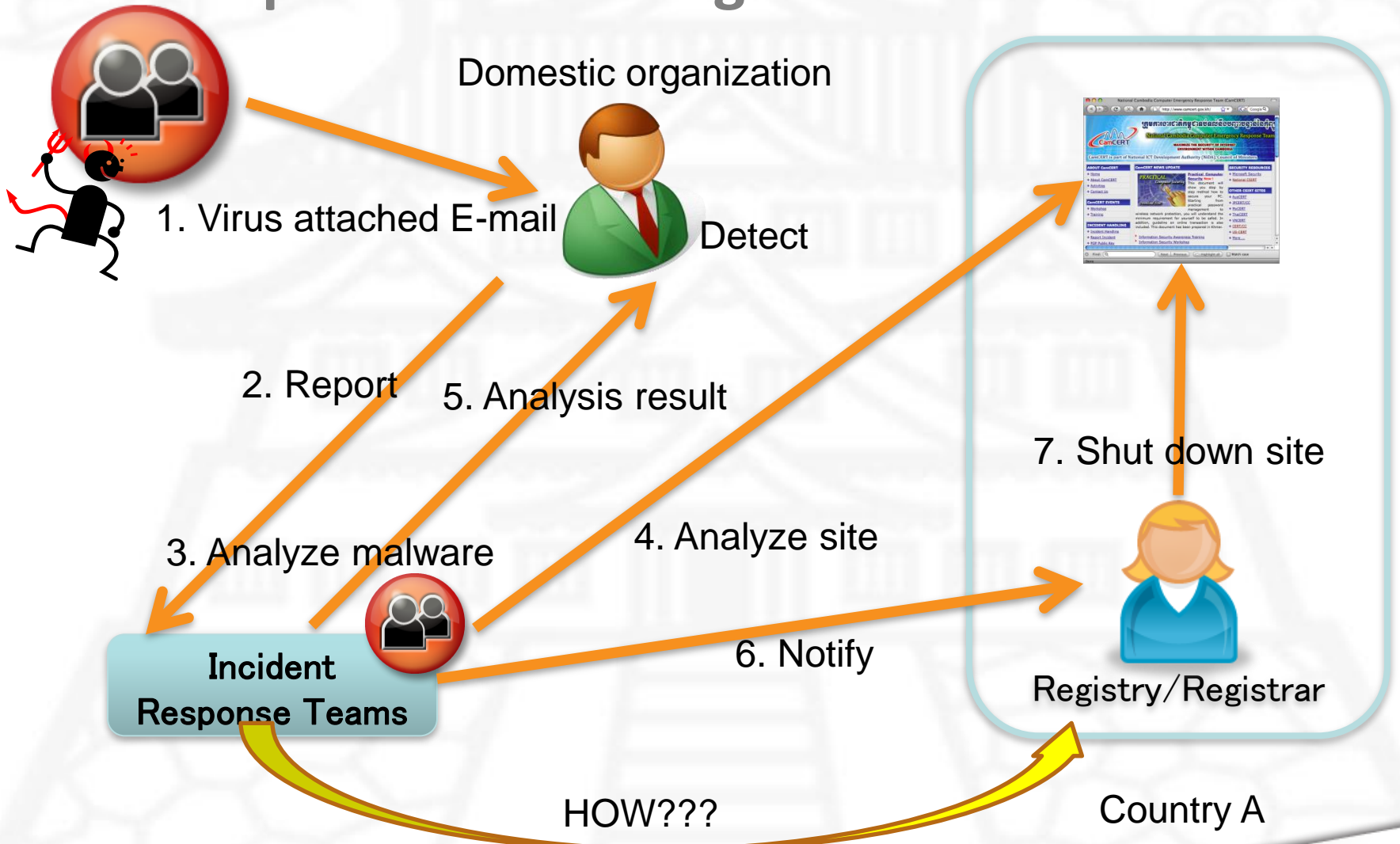
Who's responsible?
 Who should be subject of retaliation?
 - What type? Legal notice, arrest, digital disruption?
 Who should be part of a cooperative mitigation and defense?

Attack the swamps, not the fever



**For effective Mitigation and Defense,
International Collaboration
Multi stakeholders Collaboration**

Challenge 1 – To identify the contact point for response – Handling Malware Incident



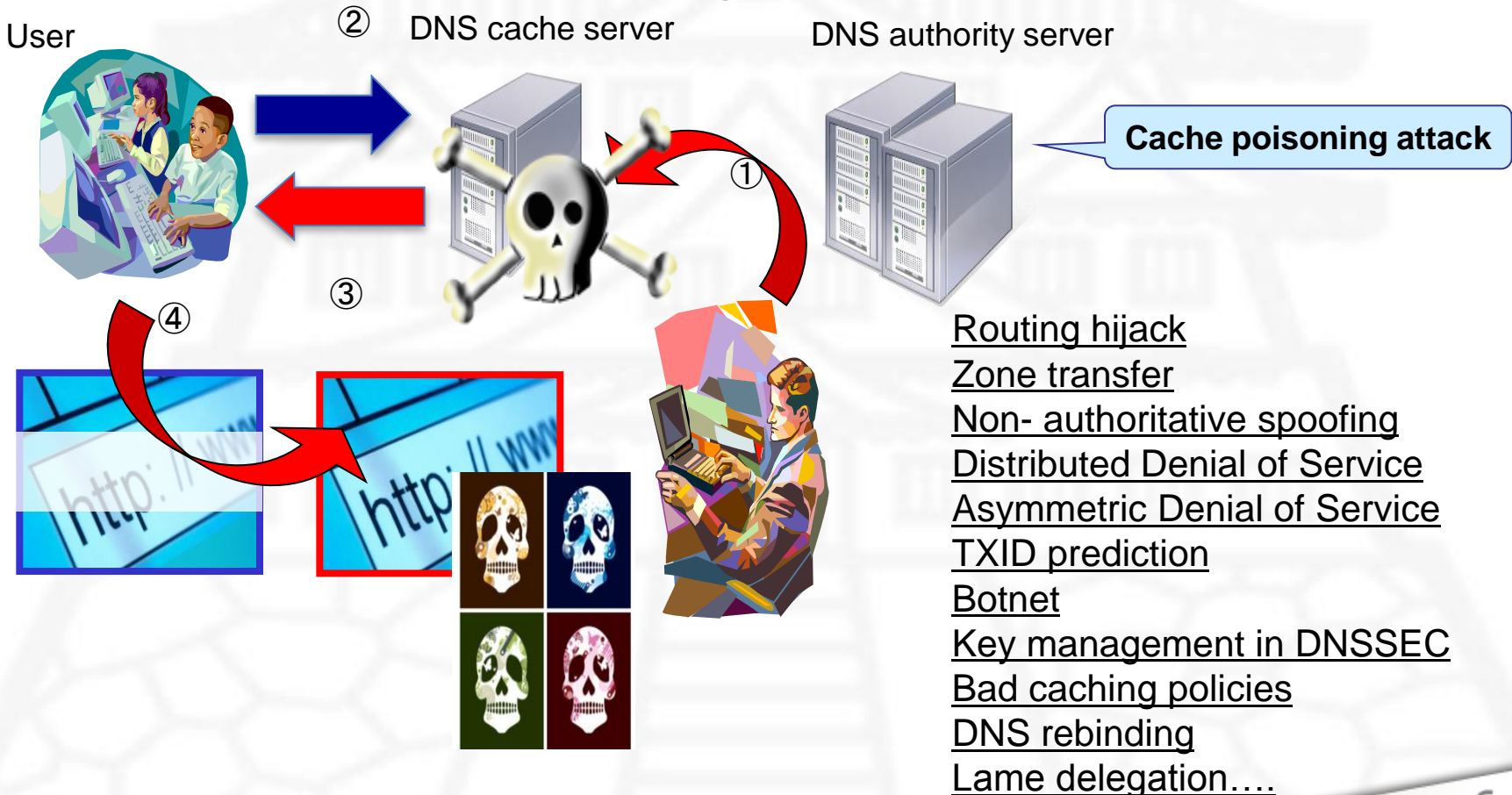
ICANN Roles and Responsibility Related to Security, Stability and Resiliency

- **Bylaws:** To coordinate, overall, the global Internet's system of unique identifiers, and to ensure stable and secure operation of the Internet's unique identifier systems
- **Core:** Ensure DNS system stability and resiliency; enable operator to protect DNS registration and publication process
- **Enabler:** Work the broader Internet and security communities to combat systemic abuse of the unique identifier systems that enable malicious activity.
- **Contributor:** Identification of risks to security, stability and resiliency of the DNS and other identifier systems
- Not involved in content control

www.icann.org/en/security

Identifies the Risks and Minimizes the Risks

DNS vulnerabilities – DNS cache poisoning



DNS System-wide SSR

Coordination, Analysis and Planning

Provide for coherence in concepts of a key subsystem of a larger Internet ecosystem

- Conduct annual DNS SSR symposium
 - 2010' in Kyoto, February focused on Measuring DNS Health
 - Baselined what metrics and measurements exist and where gaps exist in terms of getting more comprehensive
 - Key parameters for DNS health – coherency, integrity, speed, availability, resiliency
 - Report is available –
<http://icann.org/en/announcements/announcement-26apr10-en.htm>
- Developing set of key contingencies for use in ICANN and community efforts related to response and exercise planning
- Finalizing continuity plan for failures of DNS registries to address how to protect registrants

Mitigation of Malicious Conduct in New Top Level Domains

Practical measures for extending the DNS in a more secure and accountable fashion

Ensure applicant evaluation of new gTLD and IDN applicants continues to provide for secure operations

- Requirement for employing key security technology (DNSSEC)
- Prohibition on undermining protocol (Wildcarding)
- Requirements to enhance trust in people (background checks)
- Enable a scalable approach to investigation and response (Zone File Access)
- Proposal is now published

<http://www.icann.org/en/topics/new-gtlds/zone-file-access-en.htm>

- A voluntary program for higher trust in key zones (TLD certification program)

DNS Community Collaborative Response

Enabling effective private sector response and leadership

- Working closely with FIRST and national CERT community
 - Joint session in Nairobi; help set up East African CERT
 - DNS Security workshop at FIRST general meeting in June
 - DNS security survey to National CSIRTs
- Working with ccNSO IRPWG
- Continue collaboration in stopping spread of Conficker as well as lessons learned and follow-up efforts
 - Conficker Summary and review is published
<http://icann.org/en/announcements/announcement-11may10-en.htm>
- Continue to have security team incident reporting mechanisms to identify potential systemic DNS incidents
- DNS-CERT business case was discussed at public consultation
 - Workshop report was published
 - Public consultation at Brussels meeting

Capacity Building Programs

Enabling effective security and resilience at the edge of the system

- Continue conduct of ccTLD security and resiliency training program
 - Attack and Contingency Response Program focused on managerial level threat awareness and contingency planning
 - Joint registry operations training program initiated focused on basic, advanced and security DNS technical skill building
- Reaching over 100 DNS ccTLD operators in 41 ccTLDs in the last six months

- How can community work more collaboratively to respond threats and risk against DNS?
- What more should we do?

Questions?

- Yurie Ito yurie.ito@icann.org
- Thank you!



Yurie Ito
ICANN
Director, Global Security Programs

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Lunch/Networking

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Registry Presentations

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Overview of GNSO Policy Development

Presenter

Margie Milam – ICANN Senior Policy Counselor



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Goals for This Session



- Update you on current Policy work and encourage you to participate
- Upcoming initiatives and opportunities to provide input
- Answer any questions you might have

Topics Covered in This Session

- Introduction to Policy Development
- GNSO Improvements
- Inter-Registrar Transfer Policy
- Post-Expiration Domain Name Recovery
- Registration Abuse Policies
- Registrar Accreditation Agreement
- Vertical Integration
- Whois
- International Domain Names
- How to Stay Updated

Introduction to Policy Development



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What is ICANN?



- A multi-stakeholder,
- private sector led, bottom-up policy development model
- for DNS technical coordination
- that acts for the benefit of global Internet users



ICANN Structure



Policy Developed at ICANN By



ICANN Supporting Organizations

- GNSO – Generic Names Supporting Organization
- ccNSO – Country-code Names Supporting Organization
- ASO – Address Supporting Organization

Advice provided by Advisory Committees

- ALAC – At-Large Advisory Committee
- SSAC – Security & Stability Advisory Committee
- RSSAC – Root Server System Advisory Committee
- GAC – Governmental Advisory Committee

What is the GNSO?



- Generic Names Supporting Organization
- Responsible for policy development of generic top-level domains (example, .com, .net, .info, .org, .asia)
- Council comprised of 21 councilors from six different stakeholder groups/constituencies and nominating committee appointees

GNSO Improvements



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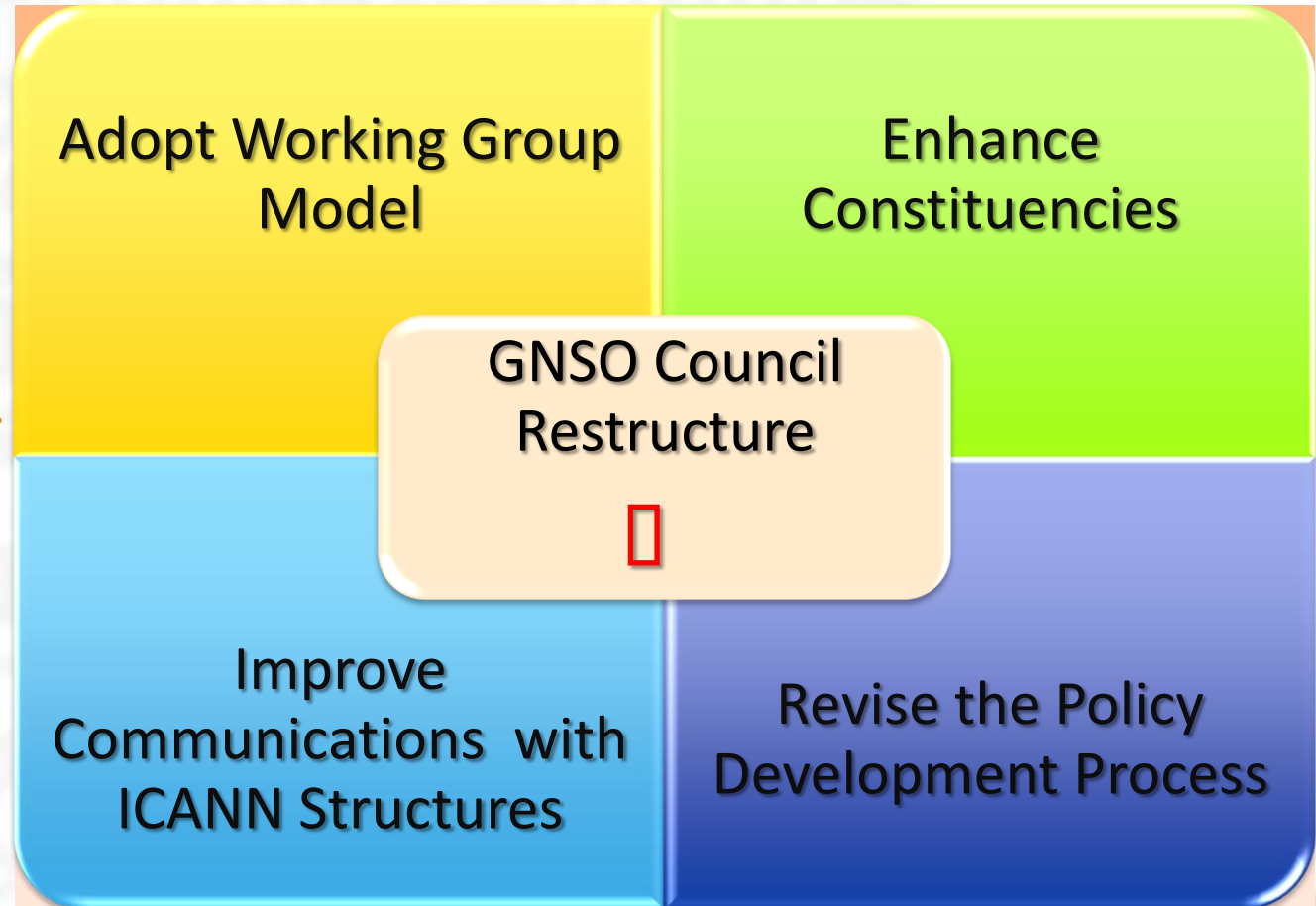
Why Is It Important?



- As main policy making body for gTLDs, GNSO is subject to periodic independent review
- Key objectives of 2007 GNSO Review:
 - Maximize stakeholder participation
 - Ensure policy development is based on thoroughly-researched, well-scoped objectives **AND** operated in a predictable manner to ensure effective implementation
 - Improve communications and administrative support

GNSO: Five Main Areas for Improvement

Based on input from the independent reviews, a Working Group of the ICANN Board Governance Committee (BGC-WG) identified these areas for improvement



The GNSO Council Structure



Next Steps



- Continued Efforts of Improvements Committees and Work Teams
- Constituency Re-Confirmation Efforts by Cartagena Meeting
- Permanent Charters To Be Developed For Commercial Stakeholder Group and Non-Commercial Stakeholder Group By Cartagena Meeting
- Potential New Constituency Proposals
- Development of new policy development process
- Initial Report published for public comment
<http://www.icann.org/en/public-comment/#pdp-initial-report>

How Can I Get Involved?



- Join an existing group or constituency
- Form your own group or constituency
- React to Work Team recommendations
<http://www.icann.org/en/public-comment/>
- Work Team volunteers still welcome email GNSO Secretariat
gnso-secretariat@gnso.icann.org
- More information at
<http://gnso.icann.org/en/improvements/>

GNSO Policy Issues



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Inter-Registrar Transfer Policy



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Why Is It Important?



- Inter-Registrar Transfer Policy (IRTP)
- Straightforward process for registrants to transfer domain names between registrars
- Currently under review to ensure improvements and clarification
- IRTP Part B PDP Working Group

Inter-Registrar Transfer Policy Issues



- Should there be a process or special provisions for urgent return of hijacked registration, inappropriate transfers or change of registrant?
- Registrar Lock Status

IRTP Recent Developments & Next Steps



- Policy Development Process initiated in June 2009
- Initial report presents a number of preliminary recommendations for Community input, including a proposed Expedited Transfer Reversal Policy
- Public comment forum closed 8 August 2010 – see <http://www.icann.org/en/public-comment/#irtp-b-initial-report>

How Can I Get Involved?



- Join an IRTP Working Group – contact the GNSO Secretariat gnso.secretariat@gnso.icann.org

Further Information

- IRTP Part B Initial Report - <http://gnso.icann.org/issues/transfers/irtp-b-initial-report-29may10-en.pdf>
- Inter-Registrar Transfer Policy - <http://www.icann.org/en/transfers/policy-en.htm>

Post Expiration Domain Name Recovery (PEDNR)



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Why Is It Important?



- To what extent should registrants be able to reclaim their domain names after they expire?
- PEDNR Working Group examines five different charter questions relating to expiration and renewal practices and policies
- Working Group is expected to make recommendations for best practices or consensus policies

Recent Developments & Next Steps



Published Initial Report containing:

- Results of registrar survey
- Overview of Working Group deliberations
- Compliance information
- Results of Working Group survey outlining options for further consideration

Public Comment Forum will be analyzed by the Working Group to develop the Final Report

How Do I Get Involved?



- Monitor the PEDNR Working Group workspace <https://st.icann.org/post-expiration-dn-recovery-wg/>

Additional information:

- Post-Expiration Domain Name Recovery Initial Report
<http://gnso.icann.org/issues/pednr/pednr-initial-report-31may10-en.pdf>
- Public Comment Forum:
<http://www.icann.org/en/public-comment/#pednr-initial-report>

Registration Abuse Policy (RAP)



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Why Is It Important?



- Registries and registrars seem to lack uniform approaches to deal with domain name registration abuse
- What role ICANN should play in addressing registration abuse?
- What issues, if any, are suitable for GNSO policy development?

Registration Abuse Policies Final Report



Recommendations relate to:

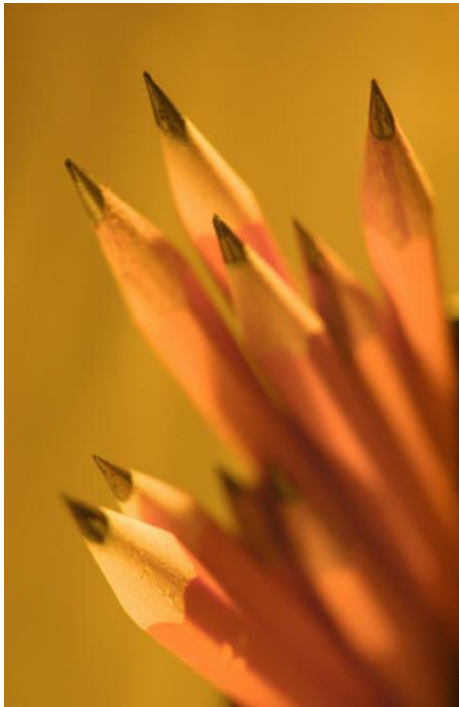
- **Cybersquatting** – Review of the Uniform Dispute Resolution Policy (UDRP)
- **Whois Access** – Request data from Compliance
- **Malicious Use of Domain Names** – Creation of best practices
- **Cross-TLD registration scam** – Monitor and co-ordinate research

Registration Abuse Policies Final Report



- **Fake Renewal Notices** – Possible enforcement action
- **Uniformity of Contracts** – Minimum baseline of registration abuse provisions
- **Meta Issues** – Reporting and Best Practices
- **Front Running, Domain Kiting, Deceptive Names**

Next Steps & How Do I Get Involved?



- GNSO Council to consider recommendations
- Volunteers are sought to recommend next steps to the GNSO Council –
 - To volunteer –
contact the GNSO Secretariat
gns.secretariat@gns.icann.org

Further information:

- Review the Final Report
<http://gns.icann.org/issues/rap/rap-wg-final-report-29may10-en.pdf>

Vertical Integration Between Registries and Registrars (VI)



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Why Is It Important?



- Implementation of New GTLD Program under way
- New Models of distribution have been proposed for New gTLDs
- No prior GNSO policy recommendations on vertical integration
- Current practice varies with no uniform approach or understanding
- Issue affects new and existing gTLDs

Recent Developments



- Applicant Guidebook v.4 includes implementation of a “strict separation” requirement
- Working Group is evaluating consensus options for less stringent requirements
- Short term goal to affect final Applicant Guidebook
- Initial Report published and Public Comment Forum opened:
<http://www.icann.org/en/public-comment/#vi-pdp-initial-report>

How to Participate



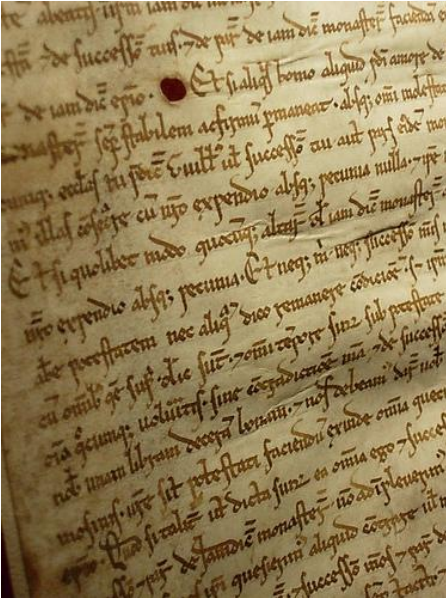
- Future comment periods on Final or Interim Report to be published by the Working Group
- Monitor the working group's progress at: https://st.icann.org/vert-integration-pdp/index.cgi?vertical_integration_pdp
- Monitor the latest developments on the New gTLD Program at: <http://www.icann.org/en/topics/new-gtld-program.htm>

Registrar Accreditation Agreement (RAA)



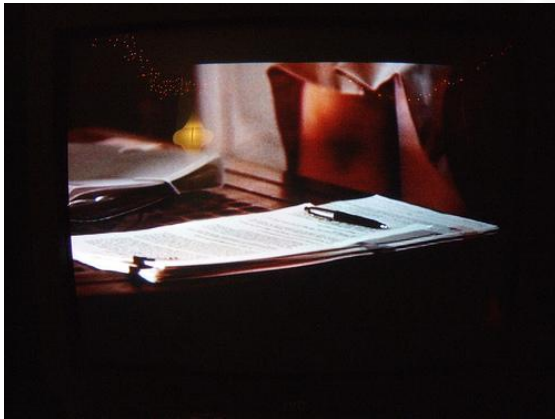
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Why Is It Important?



- RAA describes the registrar's rights and obligations
- An enhanced RAA may provide ICANN with better tools to obtain registrar compliance
- Additional protections for registrants under consideration
- More security requirements could enhance the security, stability of the Internet

Recent Developments & Next Steps



- Registrant Rights and Responsibilities Charter developed
- Initial Report describes priority amendments and procedures for producing new RAA
- Initial Report includes recommendations from global law enforcement agencies
- Public Comment Forum on Initial Report: <http://www.icann.org/en/announcements/announcement-28may10-en.htm>

Whois Studies



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Why Are Whois Studies Important?



- Whois policy: debated for many years
- Many interests with valid viewpoints
 - Law enforcement, IP owners, others want easy access to accurate contact information
 - Individuals and privacy advocates are concerned about protection and abuse of public info
 - Governments want their legal regimes followed
 - Providers are reluctant to absorb new costs; Registrars earn revenue from privacy services

Goals of Whois Studies



- GNSO Council hopes that study data will provide an objective, factual basis for future policy making
- Council identified five broad Whois study areas – topics reflect key policy areas of concern
- Council asked staff to determine costs and feasibility for each
- Council and staff would then decide which studies should be conducted

GNSO Council-requested Whois Studies

Study Area/Topic	Specific studies defined
Whois Misuse Studies - Extent to which publicly displayed Whois data is misused	<ol style="list-style-type: none"> 1. Experimental: register test domains and measure harmful messages resulting from misuse 2. Descriptive: study misuse incidents reported by registrants, researchers/ law enforcement
Whois Registrant Identification Study	<ol style="list-style-type: none"> 1. Gather info about how business/commercial domain registrants are identified. 2. Correlate such identification with use of proxy/privacy services.
Whois Proxy and Privacy “Abuse” Study	Compare broad sample of P/P-registered domains associated with abuse with the overall frequency of P/P registrations
Whois Proxy and Privacy “Reveal” study	Study will analyze relay and reveal requests sent for Proxy and Privacy-registered domains to measure associated delays and failures
non-ASCII registration information	Technical analysis of how non-ASCII registration information is displayed.
Whois service requirements	Compile a list of Whois service requirements based on current + previous policy discussions

Whois Service Requirements Inventory



- Council asked staff to compile a list of technical Whois service requirements based on current + previous policy discussions
- Final report published:
<http://gnso.icann.org/mailing-lists/archives/council/binMrNkXwTO51.bin>
- GNSO to consider further action

Whois Compilation Includes



- Mechanism to find authoritative Whois servers
- Structured queries
- Well-defined schema for replies
- Standardized errors
- Standardized Set of query capabilities
- Quality of domain registration data
- Internationalization
- Security (authentication, authorization, auditing)
- Thick vs. Thin Whois
- Registrar abuse point of contact

Whois Studies – Next Steps



- Current FY2011 budget includes \$400,000+ for studies
- GNSO Council is discussing which studies to do
- RFPs on remaining studies are under way
- IRD, Service Requirements discussions continue
- For more information, see:
<http://gns0.icann.org/issues/whois/>

Internationalized Domain Names (IDN)



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Why Are IDNs Important?

- One of ICANN's top priorities is its IDN Program
- A Working Group known as the JIG (Joint ccNSO-GNSO IDN Working Group) is analyzing issues of common interest between the ccNSO and the GNSO on IDNs, especially IDN TLDs
- The JIG has identified 3 issues of common interest to date:
 1. Single Character IDN TLDs
 2. IDN TLD Variants
 3. Universal Acceptance of IDN TLDs

例子.測試

Current Status and Next Steps

- JIG Initial Report published for public comment on Single Character IDN TLDs (issue 1)
- **Additional information:**
 - Regarding ICANN' s IDN Program:
<http://www.icann.org/en/topics/idn/>
 - Public Comment Forum:
<http://www.icann.org/en/public-comment/#jig-initial-report>
 - Work Team volunteers still welcome – email GNSO Secretariat: gnso-secretariat@gnso.icann.org

How to Stay Updated



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Policy Update Monthly



- Published mid-month
- Read online at:
<http://www.icann.org/en/topics/policy/>
- Subscribe at:
<http://www.icann.org/en/topics/policy/>
- Available in Arabian, Chinese, English, French, Russian, and Spanish

New Podcast: *ICANN Start*



- Designed for newcomers
- Starting point for understanding an issue
- Each episode is 20 minutes or shorter
- A new episode every month
- All episodes transcribed – listen or read by RSS and in iTunes:

<http://www.icann.org/en/rss/podcast-en.rss>

ICANN Policy Staff



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ICANN Policy Staff



- David Olive – Vice President, Policy Development (Washington, DC, USA)
- Liz Gasster – Senior Policy Counselor, GNSO (CA, USA)
- Margie Milam – Senior Policy Counselor, GNSO (ID, USA)
- Robert Hoggarth – Senior Policy Director (Washington, DC, USA)
- Marika Konings – Policy Director, GNSO (Brussels, BE)
- Glen de Saint Géry – Secretariat, GNSO (Cannes, FR)
- Bart Boswinkel – Senior Policy Advisor, ccNSO (NL)
- Gabriella Schitteck – Secretariat, ccNSO (Warsaw, Poland)

ICANN Policy Staff



- Dave Piscitello – Senior Security Technologist, SSC (SC, USA)
- Julie Hedlund – Director, SSAC Support (Washington, DC, USA)
- Heidi Ullrich – Director for At-Large Regional Affairs (CA, USA)
- Matthias Langenegger – Manager for At-Large Regional Affairs (Geneva, Switzerland)
- Steve Sheng – Senior Technical Analyst (PA, USA)
- Marilyn Vernon – Executive Assistant (CA, USA)

Margie Milam
ICANN

policy-staff@icann.org



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Coffee Break
sponsored by

 **Afilias**SM
GLOBAL REGISTRY SERVICES



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Registrar Contact Changes

Presenter

Tim Cole – Chief Registrar Liaison



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https://radar.icann.org



Welcome to Radar

Home > GURID Home > Welcome

ICANN Registrar Database

Radar Login

Login:

Password:

[Forgot your password?](#)

ICANN Registrar Database

Welcome to the ICANN gTLD Registrar online database. You can use this system to update contact listings, addresses, telephone numbers, billing information, and other key information used to facilitate communication concerning your ICANN accreditation and information displayed in ICANN's public listings of accredited registrars.

FIRST TIME USERS

If you have never logged into your registrar account online you will need two pieces of information:

1. The registrar's GURID (IANA ID) number. If you do not know your GURID number go to <http://www.iana.org/assignments/registrar-ids> to find it.
2. The Password assigned to you by ICANN. Please contact ICANN at RADARAdmin@ICANN.org for password.

Once you have logged in, you will be prompted to input your own password for future access. On the subsequent screen, you will be prompted to select a security question and answer that can be used if needed to retrieve your password.

RETURN USERS

Log in using your GURID number and the password you created.

- Login = IANA id
- Password = a temporary password is given to the registrar Primary Contact when it gets accredited.
- If no password, use the “Forgot your password” link or send an e-mail to radaradmin@icann.org

Registrar Account Management

- Edit your contacts with ICANN and third parties
- Request further gTLDs to your accreditation
- Set the languages supported by your registrar

ICANN Registrar Database

Welcome, ICANN Test Home > GURID 9999 Home > My Registrars > GURID 9999

Registrar View

Registrar Information

Name	ICANN Test
GURID	9999
Registrar Corporation Type	
URL	www.icann.org
Accreditation Date	
Accreditation Expiration Date	
RAA Version	2001
RDE Status	
Whois Name	

Registrar View

- Abuse Contact
- Billing Contact
- Complaint Contact
- Data Escrow Contact
- Public Contact
- Primary Contact
- Transfer Contact
- UDRP Dispute Contact
- Whois Contact

Description & Logo

- gTLDs
- Internic Preview
- Languages
- IPs for Whois Whitelisting
- Port 43 Whois URL
- View Change History

Registrar Admin Menu

- Manage Users
- Create User
- Manage Registrars
- Batch Change

Click on a contact to edit it (except the primary)

Edit a Contact

- Fill in the fields
- Choose the country
- If applicable, select the other contacts you want the updates to apply to (except the primary)
- Save your changes

ICANN Registrar Database

Home • GULFIC 888 Home • My Registrar • GULFIC 888 • Abuse Contact

Abuse Contact

This contact will receive Abuse Problem Reports and other communications concerning contact abuse issues.

First Name

Last Name

Email

Secondary Contact

Secondary Email

Address 1

Address 2

Town/City

Province/State

Postal Code/Zip Code

Country

Registrar View

- Abuse Contact
- Billing Contact
- Complaint Contact
- Data Escrow Contact
- Public Contact
- Primary Contact
- Transfer Contact
- UDRP Dispute Contact
- Whois Contact

Description & Legend

- gTLD
- Whois Profile
- Language
- URL for Whois Whitelisting
- Part of Whois URL
- View Change History

- Billing
- Complaint
- Data Escrow
- Public
- Transfer
- UDRP Dispute
- Whois

Save

Updating the Primary Contact

Primary Contact

You cannot change the Primary Contact using RADAR.

Because the Primary Contact is the party that receive notices under the RAA, changes must be made in writing and faxed or sent to ICANN as explained in Section 5.11 of the RAA.

To facilitate making such changes, please use the form located [here](#). The appropriate registrar representative should complete, sign, and date the form then fax it to the number shown.



FAX

To: ICANN From: _____
Fax: 1-310-823-8649 Pages: 1
Phone: 1-310-823-9358 Date: _____
Re: Registrar Primary Contact Update Form

I, the undersigned, hereby declare that I legally represent the ICANN-accredited registrar _____ [Registrar company name] bearing the IANA ID # _____ and request ICANN to update the primary contact information for this registrar as follows:

First Name: _____
Last Name: _____
Phone (with International prefix): _____
Cell Phone (with International prefix): _____
Fax (with International prefix): _____
Email: _____
URL: _____

Mailing Address: (Must be main operational and physical office location. PO Box, **incorporation** address, mail-drop, and mail-forwarding locations will not be acceptable.)

I attest that the information contained in this is true and accurate and that I have the corporate authority to make this change.

Signature: _____
Name: _____
Title: _____
Date: _____

To update other contact information, such as Public, Billing, Whois Problem Report, Inter-Registrar Transfer, or UDRP Contact, please log into your registrar's RADAR account at <https://radar.icann.org>. For help with RADAR, please email radaradmin@icann.org. For questions regarding this form, please email registrarupdates@icann.org.

Primary Contact Update Form



Billing Contact

This is where ICANN's invoices to the registrar are sent

Primary Contact

- Contractual contact with ICANN
- Receives notice under the RAA
- Shared with the registries

Public Contact

- Available to the public via <http://www.internic.net/regist.html> and <http://www.icann.org/en/registrars/accredited-list.html>
- Determines the country of listing for the registrar

Transfer Contact

- Used for transfer issues
- Available to all other registrars

Transfer Contact



ICANN Registrar Database

Welcome, ICANN Test

Home > GURID 9999 Home > View Registrars

Home
View All Registrars
Search Registrars
User Guide
Whois Utility
My Profile
Logout

Registrar Admin Menu

Manage Users
Create User
Manage Registrars
Batch Change

View Registrars

Download CSV

Next 1 2 3 ... 64

GURID	Registrar	Transfer Contact Email	IPs for Whois Whitelisting	Whois Domain Server
2	Network Solutions, LLC	transfer-issues@networksolutions.com	null	whois.networksolutions.com
9	Register.com, Inc.	legal@register.com	null	null
13	Melbourne IT Ltd	transfers@melbourneit.com.au	null	null
14	France Telecom	domaine-admin@list.orange-ftgroup.com	null	null
15	CORE Internet Council of Registrars	secretariat@corenic.org	195.253.23.130 195.253.23.160 195.253.23.163	whois.corenic.net
30	NameSecure L.L.C.	Namesecureregistrar@namesecure.com	null	whois.namesecure.com
31	DSTR Acquisition PA I, LLC dba DomainBank.com	dtransfers@registerapi.com	null	null
48	eNom, Inc.	transfers@enom.com	null	null
49	GMO Internet, Inc. d/b/a Onamae.com	kanae@gmo.jp	null	null
52	Abacus America, Inc. d/b/a Names4ever	lschofield@nb.hostopia.com	null	whois.names4ever.com
53	A Technology	support@namesystem.com	null	null



UDRP Contact

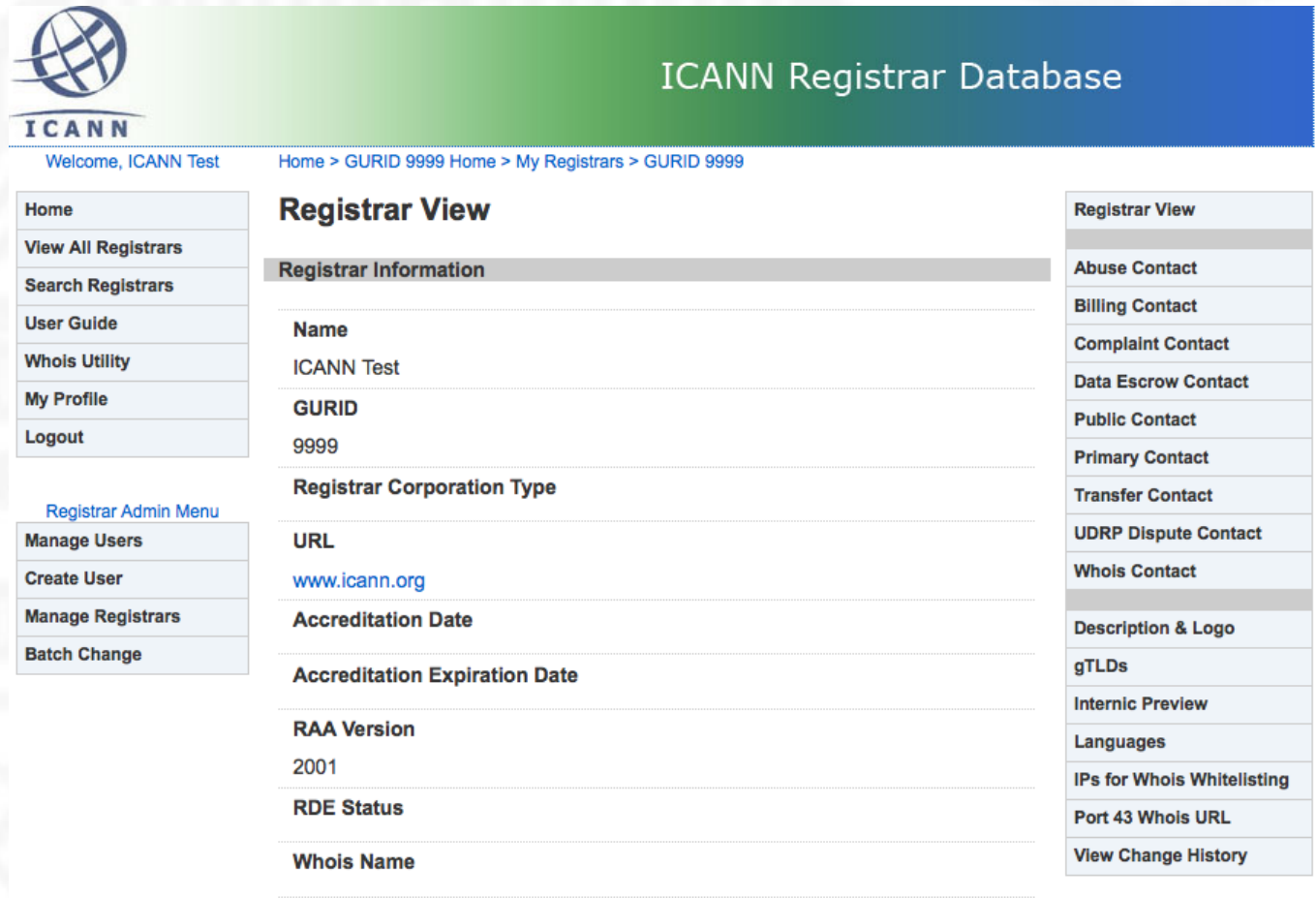
- Used for sending UDRP notices
- Shared with the Dispute Resolution Service Providers

Whois Contact

- Used for Whois data issues
- Inaccurate data reported via the Whois Data Problem Report Form (<http://wdprs.internic.net/>) are forwarded to that contact's e-mail

Add a gTLD

- Edit your contacts with ICANN and third parties
- Request further gTLDs to your accreditation
- Set the languages supported by your registrar



The screenshot displays the ICANN Registrar Database interface. At the top, there is a green and blue header with the ICANN logo and the text "ICANN Registrar Database". Below the header, a navigation bar shows the path: "Welcome, ICANN Test" and "Home > GURID 9999 Home > My Registrars > GURID 9999".

The main content area is titled "Registrar View" and contains a table of "Registrar Information". The table has the following rows:

Registrar Information
Name
ICANN Test
GURID
9999
Registrar Corporation Type
URL
www.icann.org
Accreditation Date
Accreditation Expiration Date
RAA Version
2001
RDE Status
Whois Name

On the left side, there is a sidebar menu with the following items:

- Home
- View All Registrars
- Search Registrars
- User Guide
- Whois Utility
- My Profile
- Logout

Below the sidebar menu is a "Registrar Admin Menu" with the following items:

- Manage Users
- Create User
- Manage Registrars
- Batch Change

On the right side, there is a "Registrar View" sidebar menu with the following items:

- Abuse Contact
- Billing Contact
- Complaint Contact
- Data Escrow Contact
- Public Contact
- Primary Contact
- Transfer Contact
- UDRP Dispute Contact
- Whois Contact
- Description & Logo
- gTLDs
- Internic Preview
- Languages
- IPs for Whois Whitelisting
- Port 43 Whois URL
- View Change History

Add a gTLD

gTLDs

Checked boxes indicate current TLDs available through this registrar. Click additional boxes to initiate the process of adding TLDs. In some instances sponsored TLDs reserve the right to prior approval. All approved TLDs available through the registrar will be listed on the InterNIC site (www.internic.net) and at <http://www.icann.org/registrars/accredited-list.html>

- .aero
- .asia
- .biz
- .cat
- .com pending request
- .coop
- .info
- .jobs
- .mobi
- .museum pending request
- .name
- .net
- .org pending request
- .pro
- .tel
- .travel

Save

Updates to Registries

- Changes to Primary Contact will be communicated to the registries by ICANN
- Changes to UDRP contact will be included in reports sent to UDRP providers
- Important! It is the registrar's responsibility to maintain accurate contact information with ICANN and with each registry

Other Changes

- Changes in ownership require special handling and must be communicated to ICANN and to the registries
- Contact ICANN for details about other types of changes, including corporate type or jurisdiction changes (accredit@icann.org)
- Transfers of accreditation require application approval by ICANN

New RAA Implementation

Presenter

Tim Cole – Chief Registrar Liaison

2009 Registrar Accreditation Agreement (RAA)

As of 29 May 2009 ICANN's Board of Directors Approved the New Form of RAA, which replaces the previous RAA approved in 2001

- Registrars are covered by 2009 RAA as follows:
 - Newly accredited registrars after May 2009 automatically covered by 2009 RAA
 - Registrars renewing after May 2009 covered by 2009 RAA
 - Registrars can voluntarily request the 2009 RAA for a new 5-year term before their 2001 RAA expires

2009 RAA Advantages

- Registrars covered by 2009 RAA:
 - Can pay Annual Fee (US \$4,000) in Quarterly Installments
 - Receive 10% Reduction in Variable and Transaction Fees
 - Are Listed on Public Listings with 2009 RAA Logo
 - Eligible for Certificate of Accreditation (bilingual)
 - Covered by new 5-year term

2009 RAA Changes

- 17 Amendments to the 2001 RAA including (partial list):
- Enhanced enforcement tools to ensure full compliance with the ICANN contract and policies
- Expanded requirements for reseller agreements
- Additional audit and data escrow requirements
- More explicit requirements for providing contact information
- New notice requirements and termination provisions

2009 RAA Links

- Information about the process followed to introduce these changes can be found online at <http://www.icann.org/en/topics/raa/>
- The 2009 RAA in English and 7 other languages posted at <http://www.icann.org/en/registrars/ra-agreement-21may09-en.htm>

2009 RAA Statistics

**As of 10 August 2010 there were
960 Accredited Registrars**

- Registrars under 2001 RAA: 253 (26.35%)
- Registrars under 2009 RAA: 707 (73.65%)
- 95.12 % of all gTLD domain names are at registrars covered under 2009 RAA
- 2009 RAA Breakdown:
 - Early Adoptions: 352 (49.79%)
 - Renewals: 285 (40.31%)
 - New: 66 (9.34%)
 - Assignments: 4 (0.57%)

InterNIC Screenshot of Registrars with 2009 RAA Logo

InterNIC

[Home](#) [Registrars](#) [FAQ](#) [Whois](#)

The Accredited Registrar Directory:

Registrars Alphabetical by Company Name

The information that appears for each registrar, including the referral web address and contact information, has been provided by each individual registrar.

The 2009 RAA ICANN logo indicates that the registrar has signed the 2009 Registrar Accreditation Agreement (RAA), which is the contract that governs the registrar relationship with ICANN. The 2009 RAA provides enhanced protections for registrants and an increased level of accountability for registrars. Prospective registrants may want to take this fact into account when selecting a registrar for their gTLD name(s). The 2009 RAA ICANN logo is not an indication of how long the registrar has been ICANN accredited. You can view this contract at <http://www.icann.org/en/registrars/ra-agreement-21may09-en.htm>.

Companies accredited as registrars by ICANN and currently operational:

!!! \$0 Cost Domain and Hosting Services, Inc.	United States				2009 RAA
! #1 Host Australia, Inc.	United States				2009 RAA
! #1 Host Brazil, Inc.	United States				2009 RAA
! #1 Host Canada, Inc.	United States				2009 RAA
! #1 Host China, Inc.	United States				2009 RAA
! #1 Host Germany, Inc.	United States				2009 RAA
! #1 Host Israel, Inc.	United States				2009 RAA
! #1 Host Japan, Inc.	United States				2009 RAA
! #1 Host Korea, Inc.	United States				2009 RAA
! #1 Host Kuwait, Inc.	United States				2009 RAA
! #1 Host Malaysia, Inc.	United States				2009 RAA
! #1 Host United Kingdom, Inc.	United States				2009 RAA

REGISTER.IT SPA	Italy				2009 RAA
Server Plan Srl	Italy				2009 RAA
Tuonome.it.srl d/b/a APIIrs.com	Italy				2009 RAA
TWT S.p.A.	Italy				2009 RAA
21Company, Inc. dba 21-domain.com	Japan				2009 RAA
Brights Consulting Inc.	Japan				2009 RAA
Firstserver, Inc.	Japan				2009 RAA
GMO Internet, Inc. d/b/a Onamae.com	Japan				2009 RAA
Humeia Corporation	Japan				2009 RAA
Interlink Co., Ltd.	Japan				2009 RAA
Japan Registry Services Co., Ltd.	Japan				2009 RAA
livedoor Co., Ltd.	Japan				2009 RAA
PSI Japan	Japan				2009 RAA
PURENIC JAPAN Inc.	Japan				2009 RAA
RIDE Co., Ltd.	Japan				2009 RAA
Solis Corporation dba Japan Registry	Japan				2009 RAA
Wixi Incorporated	Japan				2009 RAA
Abu-Ghazaleh Intellectual Property dba TAGIdomains.com	Jordan				2009 RAA
Asadal, Inc.	Korea (South)				2009 RAA
Cydentiy, Inc. dba Cypack.com	Korea (South)				2009 RAA



Certificate of Accreditation



Requesting a Bilingual Certificate

Upon request, an ICANN Accreditation Certificate is available in the local language of any registrar that adopts the 2009 RAA. This certificate is available in several languages. Every registrar that wishes to apply for the certificate should submit a request form, which is available at

<http://www.icann.org/en/registrars/certificate-request-form-en.pdf>



Email

To:	ICANN	From:	
Email:	accredit@icann.org	Pages:	1
Ofc Ph:	1-310-823-9358	Date:	
Re:	Request for Certificate of Accreditation		

To request an ICANN certificate acknowledging that your registrar has satisfied its requirements to become an ICANN-accredited registrar and has signed the 2009 Registrar Accreditation Agreement, please complete the form below.

Please Note: Information provided on this form will be used on the actual certificate. Therefore, please ensure that you provide the correct spelling of the Registrar name as you want it to appear on the certificate. **The form should be opened, filled out and saved using Adobe Acrobat or Adobe Reader. Please no handwritten requests!**

1. Enter the **name of the Registrar** (as it appears on the RAA)

2. Are you requesting a **bilingual certificate**?

YES NO If yes, proceed to #3. If no, skip to #5.

For Bilingual Certificates Only:

3. Enter your **requested native language** (e.g. Chinese, Japanese, German, Russian, etc.)

4. Enter the **Registrar company name in that native language** (and script, if applicable)

5. Sign below, save as a PDF and return via email to accredit@icann.org.

By checking this box and typing my name below, I attest that the information contained in this form is true and accurate and that I have the authority to submit this request.

Name: IANA #:

Date:

Certificate of Accreditation Request Form

Tim Cole
Chief Registrar Liaison
tim.cole@icann.org



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Networking/Free Time



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**17:50 – Meet in Cerulean Lobby
for DotAsia Dinner**

Asia



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FRIDAY



AsiaPacific
Regional Event of ICANN-Accredited Registrars and gTLD Registries

I C A N N T O K Y O | 2 6 - 2 7 A U G U S T 2 0 1 0

Schedule Friday, 27 August

Morning		Afternoon	
9:00	Welcome/Recap/Agenda Updates – Craig Schwartz/Tim Cole	14:30	Registrar Training Program – Brian Peck De-Accredited Registrar Transition Procedures – Brian Peck
9:30	Contractual Compliance Update – Pam Little	15:30	Coffee 
10:30	Coffee 	16:00	DNSSEC – Rick Lamb
11:00	Registrar Stakeholder Group & Participation - Adrian Kinderis	17:00	Wrap-up and Surveys – Craig Schwartz
11:30	GNSO Participation – Chuck Gomes	17:30	Networking/Free Time
12:00	Registry Presentations	18:00	Travel to Interlink Ninja Party
12:30	Lunch/Networking 	18:00	Interlink Ninja Party 
14:00	Registry Presentations		

Welcome/Recap – Agenda Updates

Presenters

Craig Schwartz – Chief gTLD Registry Liaison

Tim Cole – Chief Registrar Liaison

Contractual Compliance Update

Presenter

Pam Little – Senior Director, Contractual Compliance



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Regional Event of ICANN-Accredited Registrars and gTLD Registries

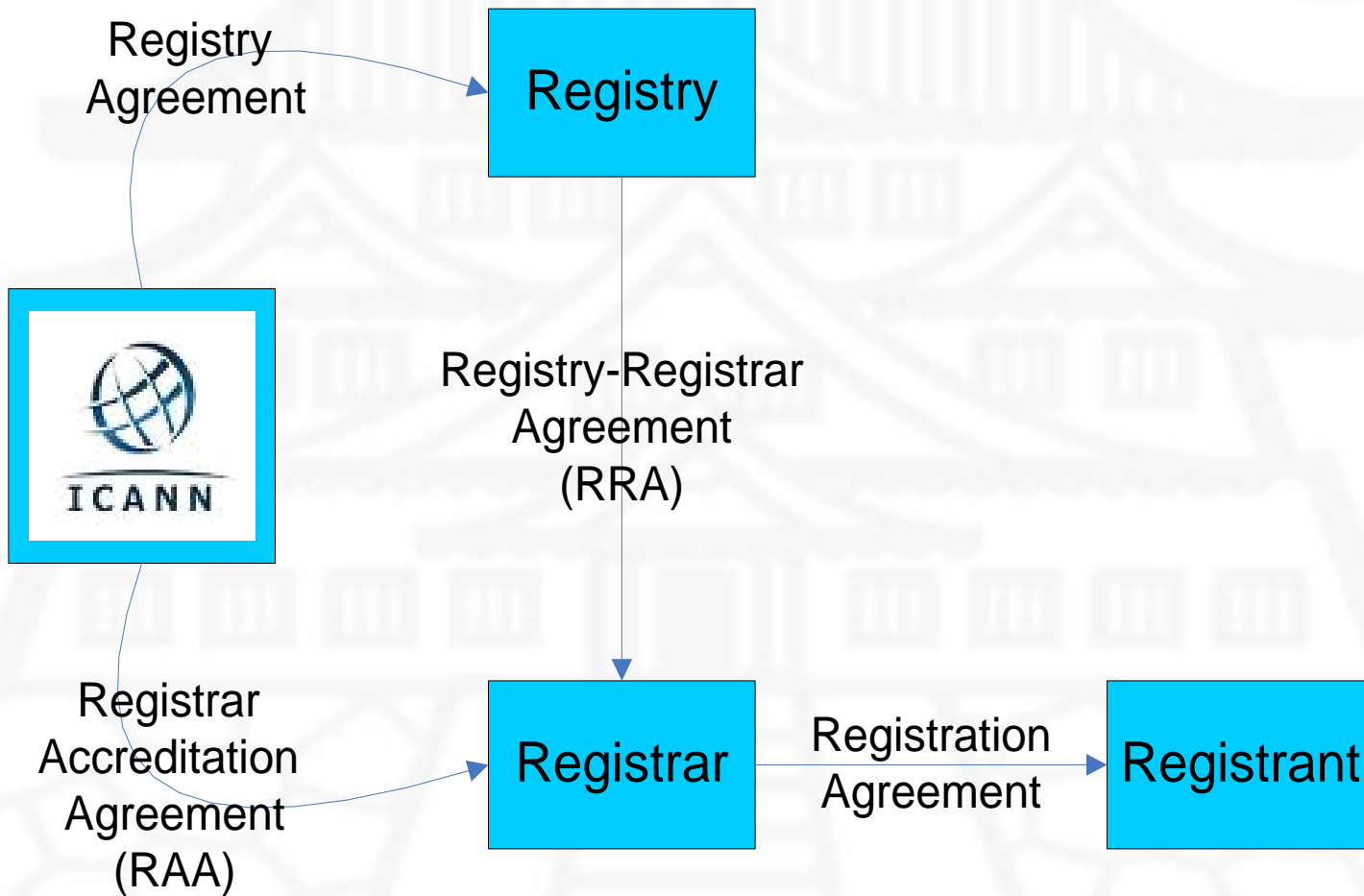
Q&A



Agenda

- What is Contractual Compliance?
- Current priorities
 - Improve complaint handling and follow-up processes
 - IRTP audits
 - Staff resourcing

[Contractual] Compliance



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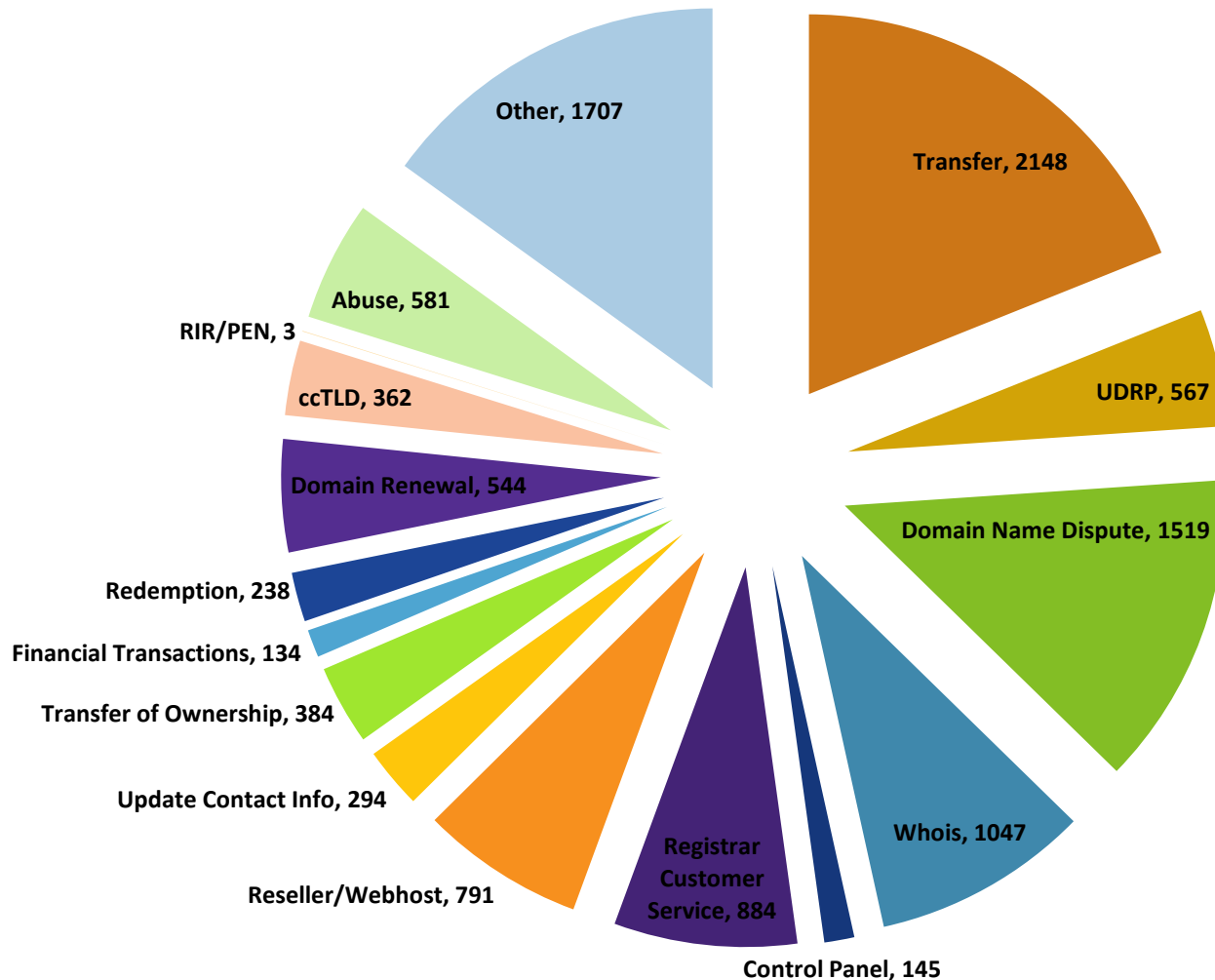
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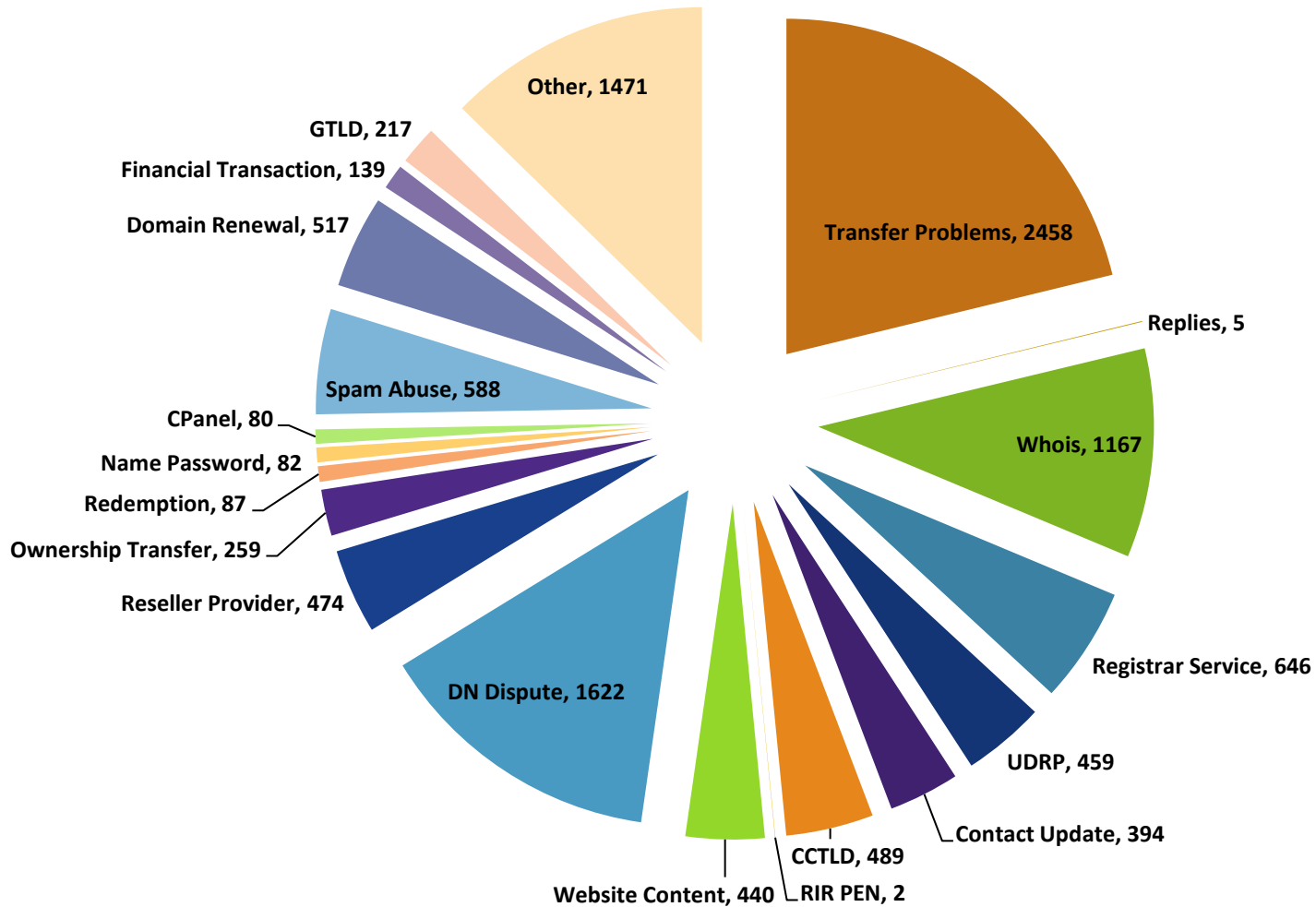
Complaint Intakes

Tool	Purposes
WDPRS	Whois inaccuracy reports
Port 43 monitoring tool	Monitor registrars' port 43 availability
IDAS	RDE program – deposits and audits
UDRP Intake System	UDRP decisions, complaints, ICANN correspondence with service providers and registrars
C-Ticket	Consumer/customer complaints
icann@icann.org	Consumer/customer complaints or inquiries
Telephone calls	Consumer/customer complaints or inquiries
Emails received by Compliance staff	Special cases or referrals from other ICANN departments, management, registrars/registries...

Consumer Complaints in 2008: 11,348

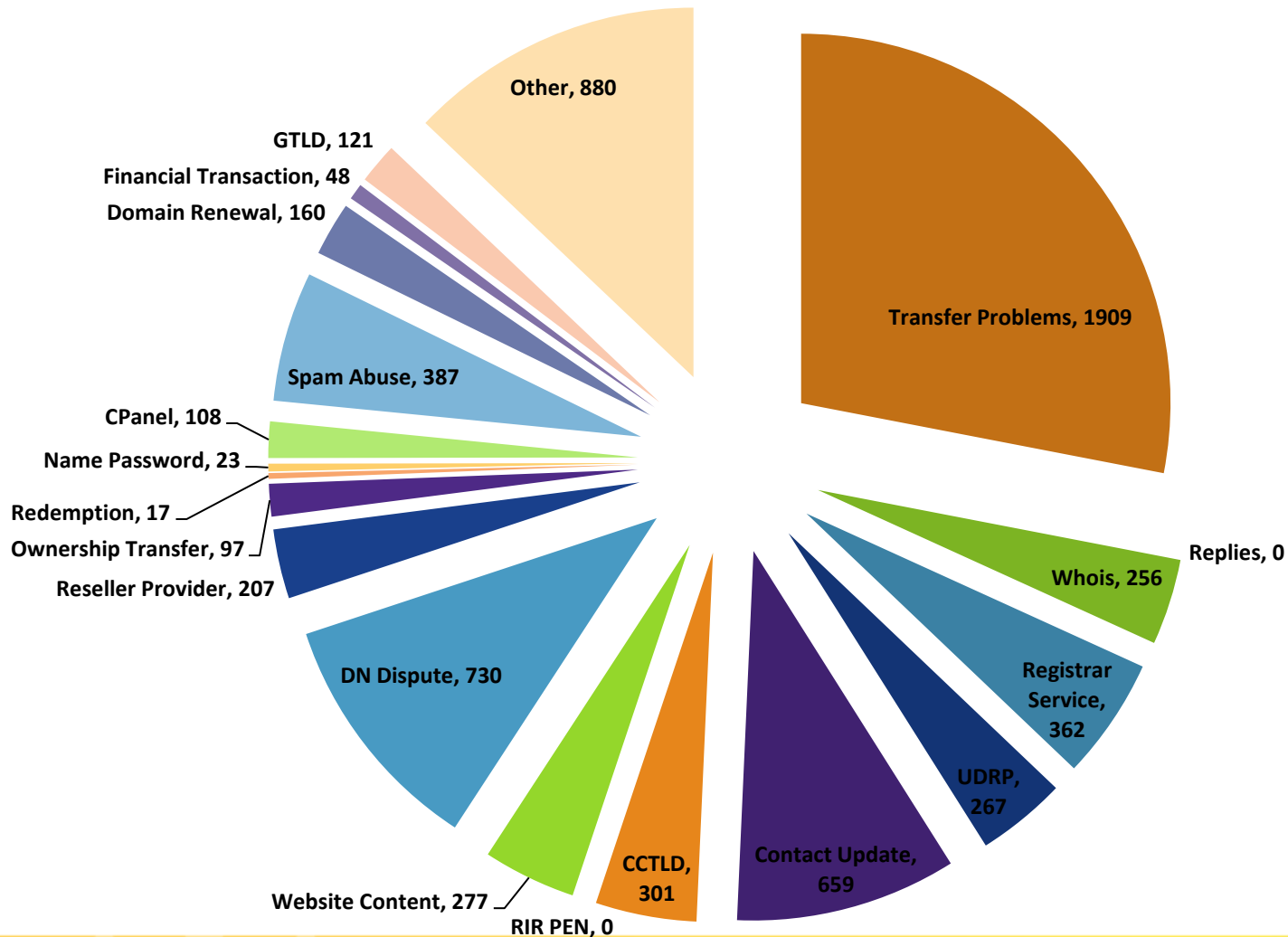


Consumer Complaints in 2009: 11,596



Consumer Complaints Jan-July 2010:

6,809



IRTP Audits



IRTP Beta Audit

- When: May 2010
- Who: 4 groups, total of 17 registrars audited (= 63% of total gTLD registrations):
 1. Transfer-losing-registrars with NACK rate >20%
 2. Transfer-gaining-registrars with NACK rate > 40%
 3. 5 registrars received most complaints by number
 4. 5 registrars received most complaints by ratio
- What: 119 transfer transactions reviewed

IRTP Beta Audit Findings

- Timeliness of Registrar Responses:
 - 8 registrars provided information on or before deadline (24 May 2010) whilst others required one or two reminders
- Compliance Rate:
 - 27 transactions were deemed noncompliant (= 77% compliant)

IRTP Beta Audit Findings – Based on Registrar Groups

Group	Group Description	Number of Registrars Audited	Number of transfers/ complaints selected per registrar	Number of registrars deemed compliant*	Number of registrars deemed non-compliant	Compliant registrars by % in the Group
1	Losing	4	10 or actual	2	2	50%
2	Gaining	5	10 or actual	5	0	100%
3	Complaint by number	4	5	2	2	50%
4	Complaint by ratio	4	5	3	1	75%

* A registrar is deemed compliant if each of its transfer transactions that were subject to the audit was considered in compliance with the IRTP.

Staff Search



Changes and Challenges...



Pam Little
ICANN
www.icann.org



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Registrar Stakeholder Group & Participation

Presenter

Adrian Kinderis – CEO, AusRegistry Group Pty Ltd

GNSO Participation

Presenter

**Chuck Gomes – Vice President of Policy & Compliance
VeriSign Information Services**

A Group GNSO Quiz

Leader: Chuck Gomes



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Instructions

A. I am in charge of this quiz! 😊

- Please listen and follow my directions.
- Please do not give answers unless called upon.

B. The quiz will be graded at the end using these criteria:

- % of participation by the total group
- % of questions answered

C. Raise your hand if you have a question, answer or comment

Acronym Questions

{CSG, NCSG, RrSG, RySG, CPH, NCPH}

{IPC, ISCP, CBUC}

{ALAC, SSAC, GAC, RSSAC}

{GNSO, ccNSO, ASO}

{PEDNR, IRTPB, VI, RAP, JIG, RAA}

1. How many of the 22 can you define?
2. What do each of the sets of acronyms have in common?
3. Where do you fit in any of the above?

General Questions

1. What is going on in ICANN that you are interested in?
2. What are the best ways to stay on top of what is going on in ICANN that may impact you?
3. How can you have a voice in decisions that are made?
4. Is it worth the time?

GNSO Questions

1. What is the role of the GNSO Council?
2. What is a PDP?
3. Who can participate in a PDP working group?
4. How are decisions made in working groups?
5. Who establishes policies related to gTLDs?

CPH Questions

- What are the stakeholder groups (SGs) that make up the contracted party house?
- How many are here from:
 - RrSG?
 - RySG?
 - Other
- How many know how to participate in your SG?

Key CPH Issues

Remember the following?

{PEDNR, IRTPB, VI, RAP, JIG, RAA}

- a. How many think these might impact you?
- b. In what ways?

Upcoming Elections

- What SG elections are coming up?
- What CPH elections are coming up?
- What GNSO elections are coming up?

Grading the Quiz

- I. % of participation by the total group
- II. % of questions answered

Questions?

Thank You

Chuck Gomes
GNSO Council Chair
VP, Policy & Compliance, VeriSign
cgomes@verisign.com

Registry Presentations

ICANN TOKYO | 26 - 27 AUGUST 2010



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Lunch/Networking

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GMO INTERNET GROUP

Registry Presentations

ICANN TOKYO | 26 - 27 AUGUST 2010



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Registrar Training Program

Presenter

Brian Peck – Registrar Liaison Manager

ICANN TOKYO | 26 - 27 AUGUST 2010



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Background

- 2009 RAA (sect. 3.13) establishes registrar training requirement
- Completed by “primary contact” or employee-designee
- Dealing with RAA and consensus policies
- Created in consultation with registrars (Seoul, Nairobi, Brussels plus interim calls)
- Available online at no cost to registrars

Planned Course Topics

- Transfer policy
- Whois requirements
- RDE & other data-related obligations
- UDRP compliance
- Dealings with registrants and registrant responsibilities
- RAA enforcement/administrative

Feedback Received to Date

Form:

- Multilingual/translated
- Modular/available to other Rr employees
- Quizzes and other learning reinforcement
- Checklists and takeaways
- Case studies, as appropriate
- Learning should be asynchronous (not live)

Feedback Received to Date, cont.

Substance:

- Emphasize Transfer Policy compliance
- Use real examples
- Focus on RAA & consensus policies
- Provide simplified RDE on-boarding guide
- Define terms and use plain language

Feedback Received to Date, cont.

Administration:

- Require refresher/recertification upon RAA renewal or, on an annual basis
- Provide certificate/evidence of completion

Feedback Sought

- Which languages for translations?
- Is length – estimated around 3 hours – appropriate?
- If shared with employees:
 - What if there were a small fee?
 - Would you want employee certification?

Feedback Sought

Questions, additional comments/feedback?

De-Accredited Registrar Transition Procedures

Presenter

Brian Peck – Registrar Liaison Manager

De-Accredited Registrar Transition Procedure

Purpose:

- To manage transition of gTLD domain name registrations from a de-accredited registrar to an accredited gaining registrar
- Intended to enhance protection of registrants and ensure a fair process for selecting a gaining registrar

De-Accredited Registrar Transition Procedure

- If a registrar's RAA expires or is terminated, the domain name registrations sponsored by the de-accredited registrar must be transitioned to a qualified and competent ICANN-accredited registrar
- Usually done through a “bulk transfer” under Part B of ICANN's Inter-Registrar Transfer Policy (IRTP)

De-Accredited Registrar Transition Procedure

Bulk Transfers under Part B of the IRTP:

- Gaining registrar must be accredited and operational (with an RRA in force) for all the respective TLDs
- ICANN must certify to the registry operator that the “transfer would promote the community interest”
- ICANN must approve the bulk transfer

De-Accredited Registrar Transition Procedure

Two kinds of bulk transfers:

- Voluntary bulk transfer
- Involuntary bulk transfer

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer:

- Under certain conditions ICANN may allow the de-accredited registrar to designate a “gaining registrar” to receive the bulk transfer of its names
 - Helps minimize customer confusion
 - Ensures that gaining registrar receives as much customer/registration data as possible
 - Less “friction” in the process

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer:

- Not possible if doesn't serve the community interest – examples:
 - Gaining registrar not in good standing with its ICANN obligations
 - Losing registrar appears to be using termination as a way to avoid its ICANN obligations or its customers by transferring the registrations to an affiliated registrar without complying with the outstanding obligations

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer

- ICANN's approval based on a weighing/balancing of considerations
 - Whether GR is in good standing with its ICANN obligations; whether it is operational and experienced in managing the affected TLDs
 - Whether there's a relationship between GR and LR that would allow abuse or gaming of the transfer
 - Whether the LR would continue to manage the registrations as a reseller or in some other manner
 - Likelihood that obligations to ICANN and LR customers will be satisfied

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer

- ICANN can condition approval of voluntary bulk transfer
 - e.g., payment of outstanding fees
- ICANN can deny requested transfer by giving LR another opportunity to designate a GR or, proceed with an involuntary bulk transfer

De-Accredited Registrar Transition Procedure

Involuntary Bulk Transfer

- In certain de-accreditation cases ICANN must select a GR to manage the registrations previously managed by the de-accredited registrar
- One bulk transfer of all TLD registrations is strongly preferred

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- ICANN initiates the process by soliciting expressions of interest (EOI) – distributes the notice and form to the primary contacts of all registrars
 - Interested registrars are usually required to submit their EOI within a week's time
 - Must demonstrate capability of managing transition and affected TLDs
 - Must be compliant with ICANN obligations, such as RDE and fees

De-Accredited Registrar Transition Procedure

Expression of Interest for Bulk Transfer of REGISTRAR'S gTLD Names

Submitted by registrar:	
IANA ID:	
Registrar contact person for this EOI:	
Telephone number:	
Email address:	

1. Number of gTLD registrations managed by your registrar:
2. Number of ccTLD registrations managed by your registrar (optional, if you wish ccTLDs to be included in consideration of your registrar's experience/qualification):
3. Number of customers of your registrar's domain-related services: (This response will be treated confidentially.)
4. Provide a brief outline of your registrar's procedures for authenticating a purported registrant request where the registration data is either incomplete or potentially inaccurate/outdated. Please note that your registrar's response to this question should not reference the UDRP or whois data problem reports. Your response should demonstrate that your registrar is capable of securely assessing whether a purported registrant is indeed a bona fide registrant, even though contact data may have become outdated or is incomplete. (This response will be treated confidentially.)
5. Does your registrar offer "retail" registration services (as opposed to reseller-only services)?

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- ICANN reviews the EOI responses and determines which registrars meet the threshold criteria to move to the next round of the GR selection process
- The next round involves sending a set of questions to all qualified bidding registrars to determine the most qualified registrar to receive the bulk transfer
 - Each set of questions is customized for that particular transfer process, the number of and the specific TLD registrations involved, quality and availability of data, hours of customer service for majority of affected customers, etc.
- Each question is assigned a specific amount of points depending on the response
 - The questionnaire identifies the points and scoring criteria for each question in an effort toward transparency

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- Minimum GR selection criteria is always the same:
 - Be able to quickly transition the registrations in its registrar operations and provide timely service to the new registrants
 - Be able to demonstrate prior experience in managing the portfolio of registrations/customers comparable to those of de-accredited registrar
 - Have available sufficient customer service staff for timely responses during and following the bulk transfer
 - Be accredited AND operational in all applicable gTLDs; and be in good standing with its RAA obligations
 - Have experience in and knowledge of bulk transfer procedures

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- Minimum GR selection criteria is always the same – cont.
 - Have documented procedures in place to resolve potential disputes involving domain name control or registration rights
 - Be experienced as a retail registrar business (if applicable)
 - Have experience in managing second-level IDN's (if applicable)
 - Be willing to provide ICANN with regular status reports on transition
 - If necessary, provide adequate compensation for the portfolio of registrations

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- Selection criteria are not intended to be inflexible – a registrar meeting most of the criteria can still be selected
- Unique circumstances may require consideration of additional factors
- ICANN will evaluate each bidding registrar's responses and determine the appropriate score
- The registrar with the highest score will be selected as the GR

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- The set of questions also contains a “tie-breaking” question which ICANN will rely on in case there is a tie score
- If after considering all the responses a tie remains, ICANN then selects a GR at random

De-Accredited Registrar Transition Procedure

Completion of Bulk Transfer

- Once a GR has been selected/approved ICANN will either request a release of the escrowed registrant data to the GR or, provide the GR with data that ICANN staff has compiled from other available resources upon the effective termination/expiration date
- Once the GR receives the registrant data the GR must coordinate with the relevant registries to facilitate and complete the bulk transfer as quickly as possible (usually within 5 calendar days or, the time frame indicated by the registrar in its response to the bidding questions)

De-Accredited Registrar Transition Procedure

Completion of Bulk Transfer

- ICANN will notify the relevant registries about its approval of the pending bulk transfer and the contact information for the GR
- Once the bulk transfer has been completed, ICANN will announce the selected GR and bulk transfer on its website
 - Registrar must provide contact information and any landing page created for customers/registrants of the de-accredited registrar
- This is an ongoing process development, and ICANN staff will periodically review its effectiveness as well as implement any necessary modifications

De-Accredited Registrar Transition Procedure

- Welcome any input or questions you may have
- Encourage your registrar to participate in future bulk transfer opportunities – especially in cases where registrants are located in this region



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DNSSEC Update

Presenter

Rick Lamb – DNSSEC Program Manager

27 Aug 2010 Tokyo, Japan



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DNSSEC Update

- Signed root published 15 July, 2010
- .bg .biz .br .cat .cz .dk .edu .lk .museum .na .org .tm .uk .us already in root.
- ...more coming (.se .ch .gov .li .my .nu .pr .th)
- 8 out of 16 gTLD registries are signed or in the process to be signed. (e.g., .com 2011)
- Biggest change to Internet in 20+ years
- Security applications built on DNSSEC
 - You will have a greater role in helping secure the Internet

Signed Root – Quick Recap

- Design is the result of a cooperation between ICANN and VeriSign with support from the U.S. Department of Commerce/NTIA
- 2048-bit RSA Key Signing Key (KSK), 1024-bit RSA Zone Signing Key (ZSK)
- Signatures with RSA/SHA-256 hash
- Split ZSK/KSK operations
- Incremental deployment
- Deliberately Unvalidatable Root Zone (DURZ)

Signed Root

- Full production on July 15, 2010
 - Already had DURZ at every root server
 - Keys became unobscured
 - No problems reported
- Delegation Signer (DS) Record Change Requests
 - DS record requests being accepted by ICANN/IANA now
 - TLD change template now includes DS Records

Trusted Community Representatives (TCRs)

- Crypto Officers (CO)
- Recovery Key Shareholders (RKSH)
- Not from an organization affiliated with the root zone management process
 - ICANN, VeriSign or the U.S. Department of Commerce

Crypto Officers (COs)



Mehmet Akcin, ICANN and Masato Minda, JPRS. Photo by Kim Davies

Crypto Officers (COs)

- Have physical keys to safe deposit boxes holding smartcards that activate the Hardware Security Module (HSM)
- ICANN cannot generate new key or sign ZSK without 3-of-7 COs
- Have to travel up to 4 times a year to US
- Can't lose the (physical) key

Recovery Key Share Holders (RKSHs)

- Have smartcards holding pieces (M-of-N) of the key used to encrypt the KSK inside the HSM
- If both key management facilities fall into the ocean, 5-of-7 RKSH smartcards and an encrypted KSK smartcard can reconstitute KSK in a new HSM
 - Backup KSK encrypted on smartcard held by ICANN
- Able to travel on relatively short notice to US, but hopefully never
- Annual inventory

Crypto Officers (COs)

U.S. East:

Alain Aina, BJ

Anne-Marie

Eklund Löwinder, SE

Frederico Neves, BR

Gaurab Upadhaya, NP

Olaf Kolkman, NL

Robert Seastrom, US

Vinton Cerf, US

U.S. West:

Andy Linton, NZ

Carlos Martinez, UY

Dmitry Burkov, RU

Edward Lewis, US

João Luis Silva Damas, PT

Masato Minda, JP

Subramanian Moonesamy, MU

Backup COs

Christopher Griffiths, US

Fabian Arbogast, TZ

John Curran, US

Nicolas Antoniello, UY

Rudolph Daniel, UK

Sarmad Hussain, PK

Ólafur Guðmundsson, IS

Recovery Key Shareholders (RKSHs)

Bevil Wooding, TT

Dan Kaminsky, US

Jiankang Yao, CN

Moussa Guebre, BF

Norm Ritchie, CA

Ondřej Surý, CZ

Paul Kane, UK

Backup RKSHs

David Lawrence, US

Dileepa Lathsara, LK

Jorge Etges, BR

Kristian Ørmen, DK

Ralf Weber, DE

Warren Kumari, US

Key Ceremonies

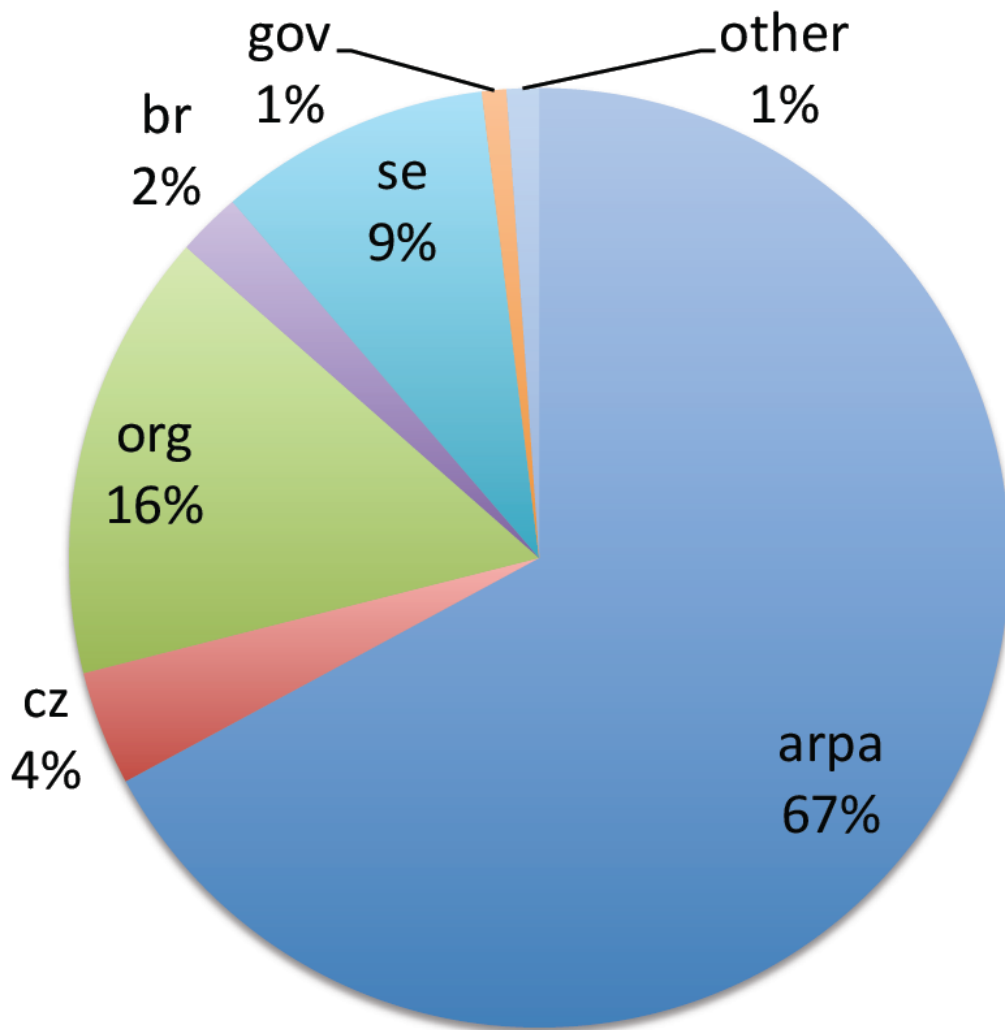
- Ceremony #1: June 16, 2010, Culpeper, VA
 - KSK created, Q3 root DNSKEY RRsets signed
 - Recovery Key Shareholders and East Coast Crypto Officers enrolled
- Ceremony #2: July 12, 2010, Los Angeles, CA
 - KSK installed, Q4 root DNSKEY RRsets signed
 - West Coast Crypto Officers enrolled

THANK YOU!!



Key Ceremony Video

TLDs of DS Queries



(Based on data from
2010-07-14
through
2010-07-19)

Courtesy of Duane Wessels

Documentation

Available at www.root-dnssec.org

- Requirements
- High Level Technical Architecture
- DNSSEC Practice Statements (DPS)
- Trust Anchor Publication
- Deployment Plan
- KSK Ceremonies Guide
- TCR Proposal
- Resolver Testing with a DURZ

Root DNSSEC Design Team

rootsign@icann.org

Joe Abley

Mehmet Akcin

David Blacka

David Conrad

Richard Lamb

Matt Larson

Fredrik Ljunggren

Dave Knight

Tomofumi Okubo

Jakob Schlyter

Duane Wessels

DNSSEC Overview – Chain of Trust

Example: Resource Record = www.mybank.se A 192.101.186.5

Legend: Resource Record *key used to sign the record*

mybank.se – Registrant or DNS Hosting Registrar

www mybank.se-a *mybank.se-dnskey-zsk*

mybank.se-dnskey-zsk *mybank.se-dnskey-ksk*

mybank.se-ds = hash(mybank.se-dnskey-ksk)

se - Registry

mybank.se-ds *se-dnskey-zsk*

se-dnskey-zsk *se-dnskey-ksk*

se-ds = hash(se-dnskey-ksk)

root

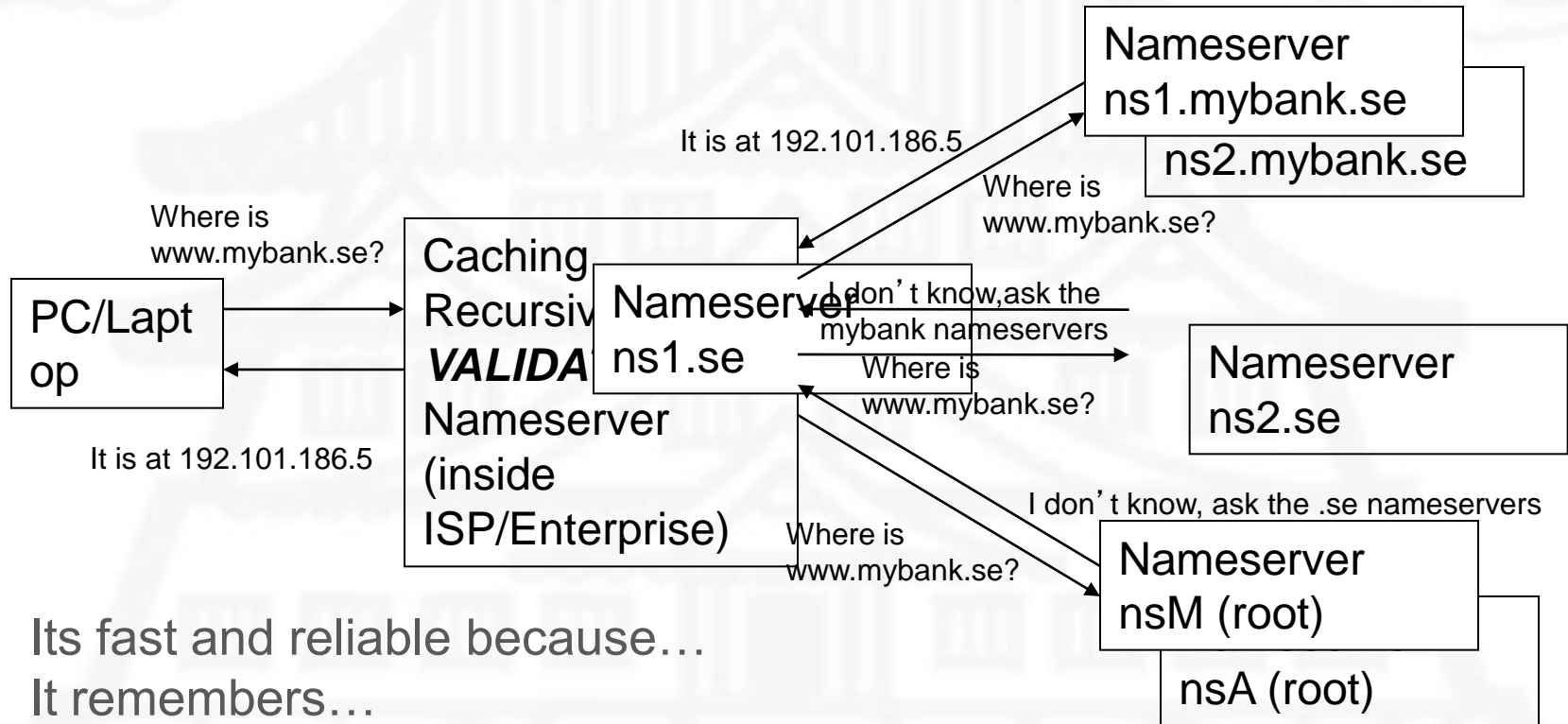
se-ds *root-dnskey-zsk*

root-dnskey-zsk *root-dnskey-ksk*

resolver – ISP, Enterprise, etc

root-ds = hash(root-dnskey-ksk)

DNSSEC Overview



- Its fast and reliable because...
- It remembers...
- ...and this is also the vulnerability
- but DNSSEC fixes this
- ...and creates an infrastructure for new Internet security solutions.

DNS Is Now More Than Just DNS

- Whole range of applications/products/services will be built and rely on DNS and DNSSEC “chain of trust” (ref: Dan Kaminsky)
- Increased dependence of Registrants on DNS for security
- New product/service revenue potential for all
- Ultimately it is the responsibility of the Registrant to choose Registrar and Registry that reduces risk to an acceptable level
 - Risks for Registrant
 - Financial
 - Reputational
 - Legal
- Therefore:
 - Security becomes more important
 - Trust becomes more important
- Can be solved with improved processes and practice
 - Not necessarily expensive

Registrar Perspective

- Responsible for identifying Registrant
- Responsible for DS records
 - Secure Transmission to Registry (EPP, etc)
 - Checking DS records?
 - Consequences
 - Sub-zone could go dark
 - Chain of trust broken – security solutions fail. Attacks ensue.
 - Verify corresponding private KSK ownership?
 - Scripts and tools to help
 - Compute DS from on-net KSK DNSKEYs and match with supplied DS
 - yazvs (<http://yazvs.verisignlabs.com/>)
 - dnsviz.net and other on-line tools
 - Can't do all, e.g., GOST keys
 - Out-of-Band verification (e.g., telephone hash or code. We use this for root)
 - Future: automated DS updates based on established trust
 - Where does DS come from?

Registrar perspective cont.

- Registrant supplied DS
 - Simple but rare
 - Limit number to Registry limit – at least two for rollover (e.g., GoDaddy=10)
- Generation of DS for Registrant
 - More likely (e.g., .CZ ACTIVE24 and WEB4U just DNSSEC for all)
 - Revenue opportunity
 - Differentiation
 - Associated Requirements
 - DPS, documented and audited procedures, different level of trust/\$ervice
 - Key transfer policy between registrars
 - Clarification of liabilities/understanding risks
 - Split KSK/ZSK model (messy, unlikely) or host DNSSEC zone for registrant (easier)
 - Or Outsource the whole thing for a fee (e.g., Afilias one click DNSSEC, name.com)
- Other revenue models

Registry Perspective

- You are DNSSEC experts by now – right?
- Just receive DS. Presumed correct
- May check that at least one valid chain of trust exists (Check that DS-DNSKEY pair validate...root does this)
- Registrar responsible for identifying Registrant
- How many DS records? (e.g., .SE = 6, .EU=4)
- Does not validate that Registrant has private KSK
- DS record removed by request from Registrar
 - This deactivates DNSSEC for the zone. No security but everything still works.
 - Only Registrant Tech or Admin Contact has authority to request DS removal
 - Registrar does this on Registrant's behalf
 - How soon does this happen? Should be made clear since security applications now rely on this.
- Emergency removal by Registrant if can't reach Registrar?

New Solutions – New Opportunities

- Genie is out of the bottle
 - Global PKI
 - Unambiguous domain name based authentication
 - Like all progress – some “creative destruction”
- Security solutions
 - Email (e.g., DKIM RFC4871, S/MIME for all)
 - Self signed certs for all (RFC4398)
 - Improved EV certs. Certificate Authorities still have a very important role.
 - VPN, remote login (RFC4025, RFC4255)
 - Secure IM/chat
 - New RR types
- Opportunity for revenue and differentiation

General Security Improvements

- Unfortunate Registrar Stories
 - CheckFree (SSAC Report 040)
 - Recent DefCon/BlackHat comments. DNSSEC → security solutions ... but must focus on weak links in chain of trust
- Building Trust in your organization
 - Customer education
 - Published maintenance procedures (details not necessary)
 - Checked (audited)
 - Internal, SysTrust (Security, Availability, Processing Integrity, Confidentiality, Privacy), ISO27K, NIST 800-53, DPS is a good beginning
 - Regular review

General Security Improvements

- Opportunity to benefit from improvements
 - Two-factor authentication
 - Good if your model supports it (e.g., name.com)
 - Uses between registrant-registrar, registrar and registry. (\$5 card/token, existing id's, VRSN, PIV card)
 - May help but not all that is necessary nor is it a magic bullet against poor practices or social engineering techniques on a single point of contact
 - Vetted system designs may help (e.g., SQL/cgi attacks)
 - Better practices and procedures (more SW/HW not a must)
 - Documented and scripted practices and procedures – internal and external
 - Out-of-band notifications, e.g., automated phone call? (now mostly email)
 - If username/password only – minimum length/strength requirements? Limit number of tries (add delay). Challenge questions.
 - Support and optionally require multiple points of contact mirroring tech/admin (protects registrant against insider problem, disgruntled employee)
 - Educate the customer about protection measures already in place – call attention to this. This is a great differentiator and trust builder.

Summary

- DNSSEC deployment at the TLD level is moving much faster than expected
- Developers are enthusiastically reconsidering DNSSEC as a global source of authentication. Expect and be a part of the innovation
- With this Registrars and Registries are now part of a chain of trust ... and part of solutions to Internet security
- As part of the chain, build trust with improved processes, practices and education to differentiate offerings and develop new revenue streams
- Doesn't have to be expensive, just institutionalized

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Tomofumi Okubo,
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Wrap-up and Surveys

Presenter

Craig Schwartz – Chief gTLD Registry Liaison

Networking/Free Time



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Regional Event of ICANN-Accredited Registrars and gTLD Registries

Travel to Interlink Ninja Party



Thank You 15th Anniversary

INTERLINK



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