

PANAMA – ccNSO: Members Meeting Day 2 (4 of 4)  
Wednesday, June 27, 2018 – 15:15 to 16:45 EST  
ICANN62 | Panama City, Panama

KATRINA SATAKI:            Okay, excellent. I see that our three -- all our four session leaders are ready for action, so please pick any flip chart you like. Excellent, thank you very much. I'm so happy. Okay, so now you can choose any facilitator you like. I suggest that you choose the closest one, and I propose that we use half an hour for active discussions on these two topics and then a -- session leaders will present the results and if we still have time we can discuss them. If not, we move to the next session and the council will have to think about your suggestions and your ideas. Okay, let's start.

UNKNOWN SPEAKER:        Are we doing it?

UNKNOWN SPEAKER:        Yes.

UNKNOWN SPEAKER:        Really?

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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UNKNOWN SPEAKER: Yes.

UNKNOWN SPEAKER: That will take [inaudible].

UNKNOWN SPEAKER: Which group are you in?

UNKNOWN SPEAKER: It says four.

UNKNOWN SPEAKER: Do you need help?

UNKNOWN SPEAKER: Please, yes. Do you have?

UNKNOWN SPEAKER: I don't, but I'm going to get them.

UNKNOWN SPEAKER: I have, sorry. I have something--

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UNKNOWN SPEAKER: Do you have some?

UNKNOWN SPEAKER: Do you have some?

UNKNOWN SPEAKER: Yes.

UNKNOWN SPEAKER: Good.

KATRINA SATAKI: Okay, it looks like three of our four groups have concluded their work and are ready to present. How much time do you need guys? A couple of hours? Okay, that's what I thought actually. You know, some discussions take longer. That's clearly a multi-stakeholder approach there. Okay, I see now all four are ready to report. Alejandra, you're the clo -- yes, definitely, please take the mic and tell us about -- you were the first to finish discussions.

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ALEJANDRA REYNOSO: So thank you to my very efficient and productive group. We came with several issues -- well not issues but reasons on why people participate. So we started with the mandatory ones as in it's part of my job, or I represent my organization, I'm appointed to it as a liaison but this doesn't mean that they don't like it, it's just part of what they have to do. Then other reasons are to influence, to learn, it's good to be a good corporate citizen because it improves decision making, to get information, to share knowledge.

I am not sure if I said that but I will repeat it if I did, because I love it, to guarantee inclusivity, to make things better, keep ICANN accountable, to protect or safeguard interests, to do some networking, socialize, see your friends in cocktails, to collaborate among other things with best practices, to meet customers because there are business opportunities for the sense or the moral duty, if not me than who, to have some spotlight at any level like little spotlight or huge spotlight, to be on a leadership position and to build your community. Those are the reasons why people participate. Shall I go to the other one?

KATRINA SATAKI: I think let's go with this first question from all the groups. Yeah, exactly it's like --

BYRON HOLLAND:

So this is from the individual perspective why do you as an individual participate. Many are the very same ones. So it's my job was obviously one of the first ones, but also to learn, to learn things not in your daily regiments so one of the people in our group said, "I'm a technician of CTO but I learn about internet governance and things not anywhere near my normal day to day business", collaboration, the ability to collaborate, friendships, network, connections, personal relationships, the opportunity to share successes so a little bit of that spotlight thing, what has our registry done and to be able to highlight that, to participate in a community, just a sense of belonging of your peer group around the world so really just a sense of community, professional development.

We all do professional development at home in some way shape or form in our job, but this environment allows us to stretch that, to do new and different things whether it's a leadership role or getting involved in something that's not in your daily regiment, and it's a fairly barrier free community to participate in.

So that was attractive to why do you as an individual participate, and it's just interesting. People like the business, it's an interesting environment to be in and they want to participate in it from that perspective, and we had a bit of a debate. Is it

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interesting, or is it fun, or is it both. Fun was a discussed word, it ended up in our other list which we'll come to, but I would say definitely fun was part of it as well.

PETER VERGOTE:

Okay everyone, so we actually -- we started with the second question, why do you participate and contribute? Because we were fortunate that we had quite a lot of people that were already member of a working group, so we figured out that that feedback might actually deliver more value than trying to figure out why people in general would try -- would be interested in participating and contributing, and it's not going to be a surprise but what is here on my -- on our flipchart has very much overlapped with what Alejandra and Byron just shared with us.

In basics, it's about learning, growing and sharing. Learning in a sense that, people want to have access to knowledge and new expertise. They want to acquire new insights. In terms of growing, it's a personal professional satisfaction in a sense like, and the acknowledgement of that so it's also a bit of the flavor of the spotlight that was mentioned by Alejandra. It's a development of skills. We even have a very interesting new term and Henrietta is able to share some more insights on that. It's a thing co-creation. It's actually the work you do within a working group that it also can be helpful to inquire insights for things and

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issues that are laying far beyond the reach of that goal or issue that the workgroup is examining.

In terms of sharing, and this came up as something that is very much carried by everybody in my group, is the common knowledge that we are members of a community, and that everybody has to share a bit of the burden because otherwise the community as a whole will start to fail if you do not have enough hands to carry the weight, then eventually you won't get any far, so the contribution, the knowled -- the notion of sharing and giving back. It's also about building trust, expanding your network, enhancing your person relationships. What am I missing?

I have one more -- Okay and something that popped up and I haven't been hearing this in the other groups, it actually is the continuation of the historical commitment. I mean we know in our registries that people come and go, and people that might have been around and that have contributed in a specific area because they were very knowledgeable in that, well it's sometimes the registry feels like we cannot just step back now because this person's no longer there. We need to continue with the commitment that we have been giving in the past. And I think that's it for us. Over to you, Steven.

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STEVE CHAN:

Thank you, Peter. So we answered the -- looked at the questions in order, so I will start with why participate. And the first thing that came to mind is because sometimes actually more often than not it's actually fun, it's interesting. The segway's into the second issue, it's a way of meeting new people and socializing with new people, and learning from them and what we put that under the rubicon of drinking club. I think Byron had a much more nuanced expression for that whole business. We also said that relevant interest, personal or professional, is a component as to why one would participate.

We also come up with contractual obligation might be involved. If your registry has contractual relationship with ICANN which a few of them do, it's a component of the aspect of fulfilling in spirit that part of the contract. Another reason we came up with was simply to keep an eye on things, and that segways into the idea of defending the ccTLD space as well, and information sharing is part of it as well.

And we also came up with the notion of volunteering to participate in working groups and so on as a means of being responsible for the common, and we also thought that developing best practice was a component in the volunteer effort. And last but not least representing the nation interest, and the example that we looked at when we came up with that



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one is the work being done on geographic place names. There are some countries that are very exercised about this for reasons that are completely legitimate, and part of the volunteer effort is to represent those interests.

So the question of what other information was needed is felt that deliverables what's supposed to come out of this, the timeline, how long is it going to take to get to the deliverables, and the time commitment required of working group members all seem to be rather relevant. There's also an issue on question of operational method, is this working group doing formal voting? Is it run by Robert's rules, or is it more informal? Is it consensus based? Etcetera, etcetera, because that may well weigh on an individual's willingness to participate. There is also thought that there is a need for better background information on the issues that are before the working group.

Another item we came up with was the idea of subject mentoring. There are all levels of ICANN experience represented in this group. Some of us have been around a very long time, others less so, and some people understand these issues because they've seen them before and have been working on them for years, and so the idea of people who have experience of whatever's before the working group to help those who

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volunteer but don't have depth of experience on the issues to help mentor them.

We also thought it's important that a working group not just be established for the sake of establishing it, but that it needs to justify the importance of the issue before it, and we also thought well staff support level might be a useful thing to put together as part of the inducement, shall we say, of volunteer solicitation and that segways into what resources might be available to the working group as well. And last but not least a plain, readable, simplified scope of what the working group's supposed to be will probably be helpful as well. And that's it for us.

KATRINA SATAKI: Good thank you. Alejandra back to you.

ALEJANDRA REYNOSO: So what other information would you like to know about the working groups? We established when will it start and when it will end, that includes the start of the working group by itself and its end, and the terms of the participants. Also it would be nice to have a guideline for the working group, as in again as Steven said, how do they make decisions? How is the work done? What are the rules? Chairs or vice chairs or any other members of the working group? Does it include or not travel

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funding? What's the maximum number of members? Some basic terms of reference to be a member, for example a minimum age as in you have to be an adult maybe? Exactly. Maybe worldwide, so it might be 21 I think it's the average. I don't know.

KATRINA SATAKI: That's about cocktails actually. Yes we should limit the age for cocktail participants.

ALEJANDRA REYNOSO: You never know. And a small glossary specific to the working group, as in some terms that they use often. A code of conduct would be nice also, and if it is related or connected to any other working group within ccNSO or with other SO or AC and how they relate. And that's it.

KATRINA SATAKI: Thank you very much. Byron.

BYRON HOLLARD: Thank you. So I have to admit I let my working group, or my small group astray. I thought we were doing the third question separately after the first two questions. So I have to shoulder

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the blame for that. Certainly just from my perspective, not my groups perspective, I would concur with what we just heard right here, and I think a little more clarity on scope, and duration, and expectation setting up front. I mean, dare I call it a project plan.

I know that might be specific for a lot of working groups, but a little more clarity on the rules of the road and the expectation upfront so people know what they're getting into. Particularly folks who may have to justify or report back to their organizations, etcetera, you know. Here's what I'm getting into and I think back to the participation question, if people had greater clarity on what they're stepping into, they're probably going to be more predisposed to actually participating, because if they have no idea what the during level etcetera is it makes it harder to make that decision. So I mean I heard that on both of those and I would certainly agree with that.

Now in terms of why do people participate? So going from the personal, which is what I talked about first, to more the generic of our perspective on why all of us actually come and do the things that we here. Again some of it is purely practical. Our number one is it's our job, we're required to come and participate, so there's that. Without a doubt the sharing, learning, expertise that we glean in our day to day roles, but also

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on related topics that we may not have day to day insight into, and failures.

You know we all operate in some way shape of form registries and technologies, which we like to think things only go well, but clearly anybody who runs systems know that they fail, and we break them, and we don't build what we thought we were going to build, and any number of things don't go right with systems. And it's really important that this organi -- this community in particular is very collaborative and open around failures, and learning from others, and learning from ourselves is really important on that front.

The persona interactions, networking from a more global perspective not just in your own home town and your own community back from wherever you're from, but on a much larger global way. We get to influence important issues. You know all of us relatively speaking as a organizations or businesses, we most of us come from a small business. It's less than 100 people, and yet we have -- we were arguing an outsized influence on very important issues. How does the internet operate for our citizens, our registrants, but the broader ecosystem. There's not many organizations of such small scale as most of ours are that get to have that kind of an influence.

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There was a couple of more, let's call it altruistic elements to why people participate. A sense of those who can should. If you have the expertise, or the backing, or the financial capacity, or whatever, those who can should participate and that also led to a little bit of a more personal one that people felt compelled to make a personal contribution. Both they wanted to do it, and it felt good to participate in that way.

Broadening skills and knowledge, talked about this a little bit already. I mean we may all be deep experts in our field, but in this world we get to see a whole bunch of other fields that you just don't get to on a day to day basis. Fun in capitals, that was a big one. Exposure to other cultures, other ways of thinking, just different from your own hometown perspective.

ccNSO cocktail did actually make it onto the list here. It was also very interesting to get a full environmental scan of kind of the global ccTLD space. So really get to hear it first person what's happening in this space, so you can kind of level set your expectations in terms of where your own organization is because you can have a first person -- literally first person comparisons to the rest of the world, and the broader domain space ecosystem.

Back to a little bit of the altruistic side, we felt there is a belief, and a shared, and collective responsibility for this global

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resource that we operate on behalf of all our registrants in the world. And there was also an acknowledgement that maybe over time this ccNSO has shifted a little bit in that it's earlier days it was mainly primarily policy or anted issues, and there's been an evolution that it's not just as much policy issues, that there's a lot more exchanging of operational related issues and of expertise, and collaborations on that front that extend beyond just what we do in here but people meet here, they exchange ideas, they exchange expertise and then take those relationships back to their environments working together. And that can be in a number of fronts, including exchanges of infrastructure.

And then the final couple of points, we bring sanity to the ICANN environment, and we also help legitimize the multi-stakeholder model because with 160 some of us we are the boots on the ground that represent the regions.

KATRINA SATAKI: Okay thank you very much. Peter some final points. Just wanted to know that all crazy people believe they're sane, but --

PETER VERGOTE: Okay on the third question, basically the input provided by all groups falls in two areas. It's about, "How can I get myself

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familiarized with the documentation, resources and information related to a working group?”, and the second area is, “What’s -- in general what’s my time investment”?

So concerning the first thing, and it has been brought up by the other groups as well. The first thing that popped up is what we might be lacking is a kind of mentorship. If you’re volunteering for something, your eagerness to contribute is at a peak, but if you fail to acquire the essence of what a working group is -- has been doing, especially if it’s a working group that has been established years and years ago, then your ambition or your eagerness might actually fall back. So if you have a kind of a mentor that can guide you through the mechanics of the working group and the topics it’s dealing with, that would be considered as to be extremely helpful.

Linked with that is information about the communication tools that are used. Is it adobe, is it Skype, is it something else? Also required is make the information easily digestible. For instance instead of producing a document of 30 pages, it would be helpful if as a kind of a guidance, if there would be a couple of infographics that could easily explain what the issues at hand is, what the topics are that are addressed by the specific working group.



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Also helpful might be for people that are a bit insecure, they want to volunteer but they don't know whether this working group is something that is really specific for them. So an in between could be is to create a temporary observership so they can get on board, look for a couple of weeks or months, and then decide to actually become a participant in the working group or not.

Concerning the second area, time, I think the most relevant things have been highlighted by the other groups. It's the timeframe of the working group. Is it a continuous working group, has it a limited scope in let's say one year, two years, three years? And that's only part of the answer because it can be a limited working group in time, but if it meets, if it has biweekly telephone conferences for instance, it can mean that your personal time efforts is much more intensive than the scope of the working group would let appear.

And also some practical points is time zone information. We have heard this morning that some working groups apply rotation and time zones to share the burden. It might actually be practical to know upfront does the worker do that, or do they have another mechanism to organize the meetings.

And I think with that I have covered most of it. Thank you.

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KATRINA SATAKI: Thank you very much. So I'd like to thank all who participated. And all facilitators too. Personally I like to point the most one was that because we're on the internet and second one was, "If not me then who."

PETER VERGOSE: The sanity thing. I figured that--

KATRINA SATAKI: Yeah well sanity. No sanity that was just off topic. So thank you very much. Christelle, please come here for ccTLD news session, another traditionally very interesting, very highly valued session.

CHRISTELLE VAVAL: Good afternoon everyone. So welcome to the ccTLD news session. We will have a presentation on company registration, and domain registration on the same platform by dotza. Changes to dotnz and [inaudible] introduction by dotnz. A proactive and collaborative video mitigation strategy [inaudible] critical infrastructure by dotnl. Testimonial impact on GDPR by dotuk. So please come to -- so we can start. I think they are still watching the game or the rest of the game.

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UNKNOWN SPEAKER: Thank you. Is this -- Oh okay, thank you. Thank you very much. I'm going to make a short presentation about -- Thank you, about company registrations in South Africa and domain names, which is a project that we started late last year. It became to fruition early this year when it was formally launched.

Okay, this covers just a brief background about dotza I will skip. I initially thought about playing a video that shows how this integration happens but I thought in the interest of time I will avoid that. There's just a background on the dotza ccTLD that we are a statutory entity reporting to government to regulate the dotza name space. We don't really have registries for the second level domains, but we regulate entities that do.

We also are required to create public awareness, and we also must comply with the best practices and domain name registrations, and effectively an increased participation in the dotza domain and space by South Africans in particular. Okay. Let's just show some of the second level domains that we have in dotza, but the key ones for commercial are .co.za, net.za, web.za and org.za. Some steady sticks on ZNA, and they will see they are the local [inaudible] which is the central registry that ZNA -- this is one of the entities that we regulate, but it's the

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main entity for commercial second level domains. Commercial meaning the ones that sell domain names to the public.

Some of the statistics as you can see as of last week .co.za at one point, one million names, it's likely increased now. I was checking earlier today. In total I think, those today, totally more than 1,180,000 names. On this particular project with this company intellectual and property commission in South Africa what we call the CIPC, this is an entity that you go to when you want to register a company name or a trademark name in South Africa, and we saw an opportunity in that when people register company names, there's typically a disjuncture between that and domain names.

People register company names and they find -- You register a company name only to find out sometimes that when you have to take name to be your name for online presence for when it's a domain name or website, that it's been taken by somebody else, and that in itself can be one of the contributing factors to domain name disputes. So we felt that we should try and integrate the registration of domain names in South Africa with the registration of companies and intellectual property rights.

Now you get to register -- What we did was to integrate the CIPC database and their company registration interface with the domain name registration interface at the ZA central registry. I

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cannot, because I'm not wearing my glasses, see as much of what is on that screen currently, but I can tell you that when you go to that website to register the company name, you register a company name -- importantly it must be a customer of CIPC, and anybody can be a customer of CIPC.

It allows you to have your own profile, to have your own funds where you can register a company name for yourself, you can pay for annual returns, and so forth. Now when you get to their website and you go to the link at the top, there's a place for you login in eservices and you get in there, and it gives you that table that you see there for company registrations, amending [inaudible] direct details and so forth, and at the bottom, right at the bottom where it's green it says domain name services.

I'm sorry if it doesn't appear very clearly on the screen. Now when you click there you come to this next page where you get information about the domain names, and there as you can see the ZNA log is there, though this is a platform for CIPC with explanations with what you can do at the bottom on the green. You'll see the FAQ's where people can go to get more details, like why must you register a company and add a domain name in addition to your company name.

Now once you are there and you click to register a domain name at the bottom, then you get to a -- I mean you can -- Before that

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you can also, I said, you can also click on the FAQ's, this is what you get. You know stuff of what is a domain name, why is it important to register a domain name. Now once you click to say you want to register a comp -- a domain name you then get to this page where you get the terms and conditions of domain name registrations which you must accept and then you continue. And once you continue you get to the important part.

This is not a platform that anybody can go to to register, as I said you must be a customer, and the name of the entity must have been registered with CIPC. So you get -- You must enter the enterprise registration number of that particular name that you're interested in, and then you get to the next page where you validate your details. There's a space there where it requires you to -- because when you register a company name you must have at least one director with all their personal details, so in that space it requires you to enter the I.D. number of one of the directors, which once you do and you acc -- I mean once you enter then you can continue. It takes you to the next page.

Now on the next page this is where the integration is with the central -- with the registry database and the Whois. On this page that's where you are able now to check the compa -- the name itself to say is it available, and if it's available then you can, you

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know you can then be able to -- if it's taken for example you can also see who already holds that name because it's linked to our Whois database, and when it's available then you can be able to proceed and register the name. That's the extract from our Whois database to see if the name is not available, to see who owns that name.

Over and above that once the name -- once you get a name that is available, or you see that your name is available then you're going to go ahead and now register the name. You can search, it tells you it's available, then you continue and you get to a place where you now enter all those details that are required in there, and then you get to the page where you are ready to register the company name and make payments and so forth.

At the end of that page you will see the price that is charged, the wholesale fee. It's not -- because when people register through CIPC they sort of skip the registrar part for the name only. You can't do anything more than just registering the name, so you pay the wholesale fee that we charge the registrars. If you want to do anything beyond that like using the name, then you must migrate the name to a registrar. CIPC doesn't provide any hosting capabilities. It's a special -- they enjoy sort of a special registrar status only for the registration of the name as I said. And also importantly by the way is that the name can only

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remain on this platform for up to 12 months, beyond that it must be moved or be deregistered.

With all that and the payments, you're happy then you continue where you enter your credit card details and you make the payment and so forth. So that's the whole process. I won't go through all the details until we get to the point where the registration is confirmed, and then you get an e-mail, once the name is registered, an e-mail from CIPC that confirms that this name has been now registered under co.za and it gives you also the details of what you must do within 12 months, make sure that this is migra -- I mean transferred to a commercial registrar failing which it will be deleted.

Some of the statistics since January -- since December, one thousand I think 600 names by last week that have been registered on this platform, and 397 of them were transferred already to other registrars, which means the people who transferred them are the people who really wanted to use their names and so forth, and over the six months period there's a net count of Xhosa names that are registered over CIPC.

There's the project that we have. There are a couple of things that we are looking at to enhance it. Some may know that we are also looking at second level registrations for .za and that also will be integrated into this platform. Hopefully early next



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year when we sta -- when we launch our second level registrations. There are also other aspects where we are talking to certain entities and also banks again to integrate the registration of names through the services that they provide. With that I thank you.

JORDAN CARTER:

Alright, second go around today. Can I have the clicker? Clicker? Thanks. It's so nice to not be talking about ICANN accountability. My name is Jordan Carter I am the chief executive of the INSED group and I hope this isn't -- you don't see this as a kind of self-indulgent thing, but as you all know we've had a few structural changes at our group in the last while and I thought I'd just explain what those were, and use that as an opportunity to introduce two players who not all of you have met yet and in our new structure. That click didn't click. Hold it? There we go.

So obviously with the ccTLD manager for dotnz, which is why I'm sitting here and our organization's got a broader mission that that. We sort of capture that up as saying, "I'm promoting the benefits and uses of the internet and protecting its potential, and a kind of vision that the world is a better place because of the internet." That's the sum-up.

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Obviously we want to run the domain well. We're authority on this at policy issues. We support the New Zealand internet community to develop and grow. We do the international stuff through here, through the IGF and so on. We're sort of have started down the road of private and business development and obviously we want to be a well-rounded organization. So those are our strategic goals that we defined a few years ago. We're taking a look at them soon.

Now we used to have three parts to our organization. I haven't put up a before chart but I think many of you will be familiar with Debbie Monahan who is the domain name commissioner from 2002 to 2018. You can wave in case people don't know you, they might be new-comers. And Debbie is a ccNSO counselor.

The second part of the group was NZRS, the registry company which we ran the registry system in the DNS for dotnz and had a technical research function. Jay Daily, CEO, he's our representative on the customer services CFC customer standing committee, part of the IANA transition, and of course Debby and Jay are both at this meeting, they haven't vanished so that's why I wanted to sort of draw attention to the new kids on the block as well.

And we have -- some of you have followed our three-headed, three CEO, three boards model. Our board did a review last year

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and thought that it would be possible to simplify that governance and executive structure. Hopefully mitigate some of the coordination time that it takes when you've got three different parts of an organization with quite strong separation between them while preserving the essence of our model, which has always been to keep the enforcement and compliance with the policy framework for the domain a little bit separate from the commercial drivers of trying to just maximize registrations and so on.

And so that's why the changes; we've integrated NZRS in the registry into internet nz, and after a long drawn out process I ended up getting that job to run that new organization. So that's the pink bubble on there. Running the registry, doing the technology research, stuff that we do. I'm responsible for creating and maintaining the dotnz policy framework, community events, community funding of small grants program and so on.

So that's bringing together the first two bullets of dotnz on -- I'm sorry the first two top bullets in the pink bubble of what NZRS used to do, and dotnz policies to be done by W's team. The domain end commission on the right maintains its role in regulating the name space and in providing the dispute resolution service that we do. So they enforce the policy

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contractual framework. And we've got some new faces, so they -  
- I'm the CO, I ask Brent and Ellen to stand up if they're both in  
the room I think, and Ellen Strickland over in the corner is our  
policy director.

So she's the person dotnz who's responsible for dotnz name  
space policy. It's her responsibility in our team to be keeping an  
eye on trends partly through [inaudible] spending in the ccNSO,  
making sure that the name space policy framework stays up to  
date, and keeps developing in response to what New Zealand  
domain name users needs her to do.

She's also responsible for coordinating our international work  
which goes quite nicely with ICANN and a bunch of other more  
civil society participation in the EGN and IGF, and she's  
responsible for our small policy team that works on domestic  
policy issues, copyright, broadband, rollout and so on and so  
forth. So Ellen has been around ICANN for a number of years  
with the civil society, [inaudible] ICANN stuff, so she knows some  
different bits of the community and has been in the ccNSO a few  
times. So that's Ellen, welcome aboard.

And Brent Carey standing there in the black top is the domain  
name commissioner, the second ever dotnz domain name  
commissioner. Brent joined in July as Chief Operating Policy  
Officer and he's first ICANN meeting with San Juan. He's come

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out of the Taco industry so adjacent but separate. So he's new to domain names still. I think he can still count his new 11 months in, and he has the compliance roll. So compliance with policies, and data quality, and the registrar, dealing with phishing, trustable enforcement relationship, making sure that dotnz is responsive in that direction, and he leads a team of four colleagues, five colleagues responding to public enquiries, running the compliance program and so on.

The other faces on there I won't talk about particularly, but I think some of you know David Morrison who used to be with NZRS a few a years ago as a Chief Marketing Officer, and Sebastian Castro is quite well known in the DNS community as well. So those guys -- and Dave Baker who will have been at some ICANN meetings in the past. He was the CTO at NZRS and has stayed on in the technology services director role. So that's really where I'm going to stop is this chance to sort of point out Ellen and Brent to you and we are working through this merger process, and getting our feet under the desk in some ways with the ongoing support and guidance of Debbie who's carrying on in the ccNSO counsel through her chair, and Jay as well.

It has been I think, well my impression anyways, it's been a friendly and very well managed set of changes and no-one has come away feeling overly sad or angry about it. So that's all I've

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got to say. If you feel like reading more details about what we've been up to recently there are a couple more points there with even us far away have had to respond to the GDPR, we can talk about that more with you if you like, a few other flagship achievements from the last year, and a bit of info on our final slide about what we're working on at the moment. So that's us. Thanks for listening. If you've got any questions happy to take them. Yeah. Microphone.

UNKNOWN SPEAKER: So thank you for your presentation it was very interesting. Yes you said you are a provider of critical internet infrastructure. What do you mean by provider of critical internet infrastructure?

JORDAN CARTER: The dotnz domain name registry and the DNS.

UNKNOWN SPEAKER: You are a non-profit organization?

JORDAN CARTER: It's a membership based organization, the legal form is called An Incorporated Society. We've got around 300, 350 members that is anyone -- any personal organization can join. And that's non-

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profit and it's charitable under New Zealand law, so we don't pay tax.

UNKNOWN SPEAKER: And you are a reg -- you are the regulator for the dotnz?

JORDAN CARTER: Yeah.

UNKNOWN SPEAKER: You are not governmental organization?

JORDAN CARTER: Not government no. We have a memorandum of understanding with the New Zealand Government about our role that talks about the IRC1591 framework and what the rights and responsibilities of us and the government are in that relationship.

UNKNOWN SPEAKER: So with the government?

JORDAN CARTER: Yeah.

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UNKNOWN SPEAKER: Okay.

JORDAN CARTER: But it's an MOU, it's recognizing the relationship that is in the contract. We're not delegated by the government to do the job.

UNKNOWN SPEAKER: How many registrars do you have? Or you are the registry and the registrar?

JORDAN CARTER: No it's strict separation between registry and registrar. There are 90 authorized registrars in dotnz at the moment. Yeah.

UNKNOWN SPEAKER: Do you have any figures about your domain names numbers and--

JORDAN CARTER: Yes I can give you a link to those if you follow up with me afterwards. Thanks.



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UNKNOWN SPEAKER: Since we started 10 minutes late, we will take the questions at the end if--

JORDAN CARTER: Okay.

UNKNOWN SPEAKER: Thank you.

JORDAN CARTER: Thanks. Thanks.

CHRISTIAN HASSELMAN: So hi, I'm Christian Hasselman I'm with SIDN the registry for dotnl in the Netherlands, and my presentation is about mitigating DDOS attacks on the Dutch Critical Infrastructure as a -- it's a pretty long title. So I've been doing this work with a local university and with the operator of the national science network in the Netherlands which is Surfnet.

So DDOS attacks I assume that you guys are all familiar with it, but let me talk you through it a little bit. So this is an example on the slide. On the left you see, in this case, an IOT based DDOS attack where there are multiple sources generating DDOS traffic, so a lot of traffic targeted at a single server, which is the DNS

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server on the right, and this is something that we've recently -- well not recently, but that we've seen in 2016 for example when we had the infamous attack on DIN the DNS operator and this resulted in outages of various services such as Twitter at that time, and this BOTNET also -- this DDOS attacks were also launched against actually a country. It was Liberia I think -- Liberia, and hosting provider and also against Deutsche Telekom, which is an operator -- an ISP in Germany.

Yeah, so this is what DDOS attacks are about. They can be -- They're currently up to the terrabytes per second as we can see here. So these are the number of DDOS trends. The volumes are actually increasing so like I said terabyte per seconds is actually the new norm, and they're often generated by BOTNET's. So for example this Mirai BOTNET that I spoke about what you saw on the previous slide had 600,000 different infected devices sending traffic to one single target. And BOTNETS are also mutating very quickly, and they're spreading very quickly.

So for example this Mirai BOTNET doubled in size in a timeframe of 75 minutes and also these DDOS attacks are much easier to launch these days, so there's actually folk who offer this as a service. And lastly the DNS force is a high profile target as we've seen not only through this DIN attack, but also the attack on the

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DNS route, which was in late 2015. So that's roughly on basically the DDOS landscape.

Now to the Netherlands. So the Netherlands is a country in Europe. We have several attacks on Dutch critical infrastructure operators back in January, and by critical structure operators I mean operators that the Dutch government has designated as what they call vital or in English you would say critical, and that includes banks, but also energy companies, ISP's, hosting providers and that sort of thing.

And these particular attacks were targeted at several banks, and at several government agencies and they resulted in various outages, and afterwards it was discovered that the size of these attacks was around 40 gigabytes per second which is pretty low if you compare that to the one terabyte per second that was launched on DIN in 2016. And so we the authors of this blog, or an open letter it actually is, we had a look at this situation and we observed two things.

One is that the approach that the Dutch critical operat -- Dutch infrastructure critical operators think is very much a reactive approach. So they have these DDOT scrubbing services that they invoke when they get attacked and it's also a very much individual approach. So there's not a whole lot of sharing of information going on unless there's actually an attack going on,

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and in that case it's only person to person information. So it's not really a machine, you know an automated system that's sitting behind that.

So we thought that this would be something that we could improve upon, and so we proposed a pro-active and collaborative strategy in which a -- in which the Dutch critical service providers would be sharing descriptions of DDOS attacks, which we capture in so-called fingerprints, which is just basically describing the characteristics of an attack in terms of what kind of protocol was used, what port numbers were used, what IP addresses were these attacks originating from, what's the traffic pattern and that sort of thing.

So it's a description of a DDOS attack, and the idea is that the critical infrastructure operators share these fingerprints amongst each other. So for example if a bank gets attacked it generates a fingerprint of the attack and shares that with other critical infrastructure operators such as SIDN for example, or ISP's and that sort of thing. So this means that these receivers of the fingerprints they are prepared for that particular attack that is now being -- that's now targeting that bank. So that makes things at least -- That makes things collaborative because you're sharing information and also it makes it pro-active because the receiver of the fingerprints can already configure it's

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infrastructure to handle the attack should it come his way as well.

So basically we're talking about an information provisioning layer, if you will. So it's about sharing information on DDOS attacks between these different infrastructure players, and it's an extension layer that on top of the anti DDOT services or the traffic scrubbing services that you will still need. So it's not replacements -- replacement it's an extension. And we think that these descriptions of the DDOS attacks will also help attribution of the attacks. So the attack I previously talked about on the Dutch banks, they were carried out by a kid of 16 or 17 years old, who had bought these attacks for 40 Euros on the internet. So it will help also in attribution. And our goal is to onboard all the critical service providers in the Netherlands, so not only from the internet industry, but also finances and energy and water and that sort of thing.

So this is basically what I just said. So what usually happens is there's an example where there was an IOT based attack on a critical service provider CSP1 in this figure, that traffic gets rerouted to a DDOS protection service that this CSP1 uses, and this DDOS protection service creates the fingerprints and the critical service provider shares the fingerprints with other critical service providers who are then able to block the attack should it

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come their way as shown here through the red cross down there. So a fingerprint is a summary of a DDOS attack, I think I already explained this, so we don't need to go through this again.

So this is a proposal for a national strategy basically against DDOS attacks and we currently are in the status where 25 different players from the industry as well as from governments have expressed their support for this idea, and this -- the new -- the initiative is now been governed by the National Cyber Security Centre and we recently had a meeting with these 25 players, in which they indicated they support the idea and we also set up five working groups to basically carry out the proactive and collaborative anti-DDOS strategy.

And one of these working groups will be looking into that system that I showed that basically creates and shares the fingerprints amongst the different critical infrastructure operators. And the system will be based on existing components, so it's not something that's completely new but will be basically combining different types of components that have been developed by the university for example, and another organization involved in this initiative.

So in the long term we also plan to carry out a somewhat larger scale pilot which we have let's say submitted as part of a research project to the European Commission. So if that gets

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funded we can also develop some sort of -- not some sort of, we can also develop a business plan if you will, or a blue print of a business plan to run this concept. And hopefully in the very long term we hope to basically go from the Netherlands to Europe and then perhaps even global. That was my presentation. If there's any questions I'd be glad to take them. Thank you.

UNKNOWN SPEAKER: Thank you, Christian.

NICK WENBAN-SMITH: Good afternoon everybody. It's Nick Wenban-Smith from Nominet. My role in Nominet is general counsel but I'm also our data protection officer, and I have been for many years our data protection officer and I never thought it would be as exciting as it has been over the last few months. I think I was the only volunteer to explain, now that GDPR has been implemented as of the 25<sup>th</sup> of May of this year, I think I was the only volunteer brave enough to explain what it was now the deadline has passed. So I think I'll try to move through this very quickly because I know that I'm the only thing between you and your break and maybe you've got some questions on the other presentations. But we males have approached peaked GDPR

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and people are a bit sick of it all, but this is just a little bit of a retrospective on how it was for us.

So 25<sup>th</sup> of May I looked at the BBC News website in that week and there were 12 major stories on GDPR. So it's like real public consciousness and the most significant point of talking was about the large fines, and that's because they are large, and 20,000,000 pounds as opposed to half a million. So it's gone up a factor of 40 from what it previously was. The way I characterized this though, mostly it's same speed limits on the roads, but there's a lot more traffic enforcement camera's and the penalties for being caught are higher. So we didn't really think it was going to be a major issue.

Obviously over Facebook people were already updating their terms and conditions, but pretty much business as usual on the 26<sup>th</sup> of May. In preparation for this we did a major software update which we released on the 22<sup>nd</sup> of May, that's because the 25<sup>th</sup> of May was a Friday and we never introduce new software on a Friday. We always do it on a Tuesday at seven in the morning, so that if there are any issues there's technicians and we've got a couple of days to iron out any bugs. Actually the software release was a very smooth one and the main changes were to our Whois output and we also updated our registry,



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registrar contract to include standard data processing terms, which is a requirement under the GDPR.

Part of our process was to continue to allow UK Law Enforcement Agencies who we have established working relationships with, to have access to the Whois which would be now private, and I've put here just for clarification, because when you talk about Whois it's important to be very clear. The ccTLD Whois outputs are different from gTLD Whois outputs and in our case we never included any e-mail addresses or phone numbers on our Whois outputs, so this was not something that we now redacted, they were never published in the first place. So that was something to be clear on.

And interestingly here is an example of our Whois output. It's a sort of essentially privacy by default. Interestingly we don't really distinguish between whether it's a personal registration or a company registration. In theory the GDPR only applies to person registrations so if it was a company registration you didn't need to make any changes in theory. But there are two reasons why we chose to go this way.

Firstly, in many cases when domain name registrations are made by registrar, and we have 12,000,000, quite a few, it's an optional field to declare whether you're an individual or a

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company, and some registrars don't use it. In fact our largest registrar doesn't use it. So that's not very helpful.

And then we also found many examples where, because it's an optional field, the self-certification was wrong and individuals clearly incorrectly described themselves as a business, and businesses had clearly incorrectly described themselves as individuals. So it wasn't a reliable way to filter the data, and that's a lot of data to scrub. So that was that. And the other reason is that actually it is simpler. It's one rule for everybody, you're all opted out unless you decide that you want your details to be made public.

And this is early days but you can see here some statistics of the first months of experience. Of the 12 million and a bit domain names, 86 nearly 87,000 had chosen to disclose their name and address, which is not very many. Some people just disclose their name, some people just disclosed their address.

You can choose how much you want to disclose. So this is part of the basic philosophy of GDPR to give people control of their own data and how it's used. Because we never provided e-mail addresses or phone numbers we did have a data release process under the previous data protection law that if you had a legitimate interest, like you were law enforcement or IP protection, you could request further information, historic

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registration data and also e-mail addresses and phone numbers. And we have noticed a bit of an increase.

So you'll see here from the 1<sup>st</sup> of May to the 21<sup>st</sup> of May, those three weeks, we had 25 requests for 25 domain names, and then for the next three weeks immediately covering the GDPR change, we had 23 requests but it related to a large number of domain names, and that's because we had one specific intellectual property agency which was doing a big investigation on domain names, in fact which included the U.K. tax enforcement bodies, and so they were asked for actually about 150.

So we haven't really noticed anything change at all. We did have eight requests which we rejected because there wasn't a legitimate reason given for making the request. And in terms of IP rights disputes, it's basically no change, it's the same amount of disputes being filed. But again this is very early stages, but we certainly didn't see a sharp change in anything as a result of the changes we made.

There's some work to be done going forwards and this is an interesting question, which is that many of our registrars provide a privacy proxy service and is there -- obviously there's more questions than answers, and my first question is, is there a point to having a privacy service arrangement if none of the data is made public in the first place. And there are differences of

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opinion on this but it's a process where we will go forward and have a consultation, and engagement with our registrars and our communities to decide whether or not, and if so how this sort of arrangement will continue in future.

And ICANN is obviously going through a similar thing going forwards. So the ICANN -- This is written to weeks ago, so it's already quite out of date, but there's a temporary specification covering the gTLD's. At Nominet we do operate some gTLD's and we did want to have -- I mean part of the strategy for us that we have the dotuk ccTLD, but we also have Wales gTLD's and it's odd that Wales is part of the United Kingdom but has a totally different set up in terms of Whois output for example and one of our -- one of my aspirations was that maybe we would have convergence between the two systems and that would be simpler for everybody. But we are some way away from that at the moment. There's an EPDP. There have been some legal cases ICANN tried to enforce something, they've lost it, it's been reviewed. There's a lot of uncertainty about what's going to happen next. There seems to be a certain amount of unhappiness. Talked about accreditation to get access etcetera, but it's been a disorderly process so far.

So I just wanted to sort of finish up that when we started on the GDPR process we were quite concerned that this is a sort of a

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threat and not really an opportunity. I just put this slide here because this is a press comment on Nominet's approach to GDPR. This is -- I should put this in context. The register has never written a positive article about Nominet before, and surprisingly it was GDPR which created the first ever positive article written about Nominet. So that was unexpected. So very surprising that we seemed to have pleased some people anyway.

Yeah, so generally it's been a very interesting project to be involved in. It's been a huge amount of work. It's been, it's not just Whois, it's also HR departments, payroll, the data storage, the retention, how long we keep our DNS records for, our analytics and research departments have all been involved, and it's been a huge and very interesting project.

And fundamentally we are V for victory and I got this idea because when I was coming back from the San Juan meeting in Puerto Rico I watched the film about Winston Churchill in the second world war about the darkest hour, and the finest times, and actually it worked out pretty well for us, but I think when we stand back and look at the wider implications for ICANN, I think we can say it has not been ICANN's finest hour in terms of the performance of the body of the multi-stakeholder way of working. That's my final thought and thank you very much.

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UNKNOWN SPEAKER: Thank you for your presentations. Are there any questions? No questions? Thank you. Before we leave Katrina will do a wrap up. Thank you.

KATRINA SATAKI: Yes thank you very much. Thanks to everyone, all the chairs of sessions, to all the participants. Thanks a lot again to our sponsors. Without you our fun cocktail yesterday wouldn't have been there, and as you saw participation in cocktails is one of the reasons why we want to contribute to ICANN. So thank you very much.

In a few minutes we will have our public seasonal counsel session, so if you wish you're welcome to stay and see the counsel in action. It's going to be fun. We have a satisfaction survey. As always we invite you to fill it in because your opinion is very important to us, because we want to have these sessions as relevant to you as possible. And actually I see you very very soon in Barcelona. Sooner than you think, time flies. Have a safe trip back home, it's been a pleasure and privilege to serve the community as always. Yes so thank you very much.

**[END OF TRANSCRIPTION]**