

## GAC ICANN77 Policy Forum Details

This document has been prepared by the GAC Support staff to familiarize GAC attendees with the resources available to help prepare for and participate in GAC sessions and other community events during the ICANN77 Policy Forum.

This document is designed to be a handy reference guide for both new and experienced GAC participants. Readers can consult specific topics and categories of information without reading the entire document.

The topics covered in this document include:

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As you review this document, please let the GAC Support staff know if we have missed something you are interested in or if you have additional questions about any of the subjects herein. GAC Support staff can be reached at [gac-staff@icann.org](mailto:gac-staff@icann.org).

## GAC Meeting Overview

Each GAC Meeting usually takes place in conjunction with an ICANN Public Meeting. ICANN org has recently returned to a “hybrid” meeting format where ICANN community attendees have the opportunity to meet face-to-face at the meeting site (subject to continuing health and safety protocols) or to follow sessions remotely/virtually. ICANN77 will, once again, fully employ this hybrid meeting format.

## ICANN77 Meeting “Prep” Week

An integral part of ICANN Public Meeting preparations is known as “Prep Week” - which takes place approximately ten (10) days prior to the meeting. During Prep Week, ICANN org staff conduct a variety of webinar briefings designed to enable interested parties to obtain background information, receive topical issue updates and learn more about the general work of the ICANN community since the previous public meeting. Detailed information about ICANN77 “Prep Week” sessions (and recordings of each session) can be found at - <https://meetings.icann.org/en/icann77>

- Click **Sign up** and enter your information (email address and create password)
- Once you “Join Event”, the schedule shows up with blank radial buttons to the left of each session. Hover over the radial button and click “ADD TO MY SCHEDULE” (see screenshot below) or just click to add the checkmark.

The screenshot shows a meeting schedule interface. On the left, a vertical timeline lists times: 10:45 EDT, 13:45 EDT, and 15:30 EDT. The main area contains a list of sessions, each with a colored circular icon. A modal window is open over the 'GAC Opening Plenary' session, which is marked with a checkmark. The modal contains the following information:

- Buttons: [Add to My Schedule](#) and [Link](#)
- GAC Opening Plenary**
- 10:45 EDT (UTC-4), 12 June 2023
- 14:45 UTC, 12 June 2023
- ID# 14215
- Session Details**
- This opening session provides an opportunity for a welcome and Introduction of the meeting week by the GAC Chair. The session also features the traditional "tour de table" introduction of meeting attendees and an overview and preliminary review of the ICANN77 GAC Communiqué.
- Session Leader: Robert Hoggarth
- Participation Manager: Julia Charvolen
- Facilitators**
-  **Julia Charvolen**  
GAC Advice and Policy Support Manager, ICANN
- Monday June 12, 2023 10:45 - 12:15 EDT
- Marquis 6 (GAC) ICANN 77 - Policy Forum, Washington D.C.
- Internal Work / Policy Development, Public Session
- Tags** GAC (Governmental Advisory Committee)

- Once you've selected all sessions, click the My Schedule link in the lower left corner or hover over your profile and select My Schedule.

## My Schedule

[Print](#)[Email My Sched](#)

### Monday, June 12

10:45 EDT

✓ GAC Opening Plenary

13:45 EDT

✓ GAC Discussion: New gTLD Program Next Round (1 of 2)

15:30 EDT

✓ GAC Discussion on WHOIS and Preparation for Meeting with the ICANN Board

### Tuesday, June 13

09:00 EDT

✓ Joint Meeting: GAC and GNSO

10:45 EDT

✓ Joint Session: ALAC, GAC, and GNSO Facilitated Dialogue on Closed Generics (2 of 2)

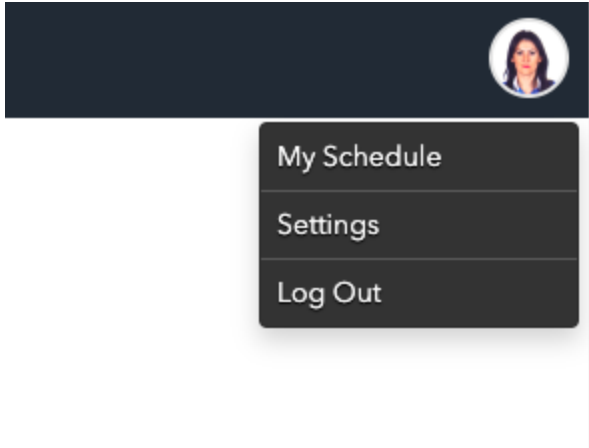
12:30 EDT

✓ GAC Meeting of Commonwealth Members [C]

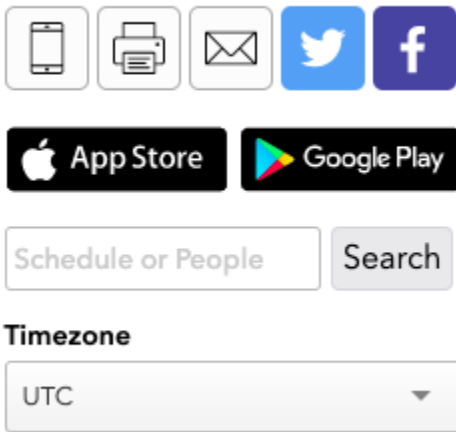
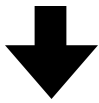
13:45 EDT

✓ GAC Discussion: New gTLD Program Next Round (2 of 2)

Or



- Click the Phone icon



- In the bottom section, “Export Calendar”, click the link next to “My Schedule”. When the .ics is exported, add it to the appropriate calendar.

## Calendar Sync for Google Calendar, Outlook & Apple Calendar

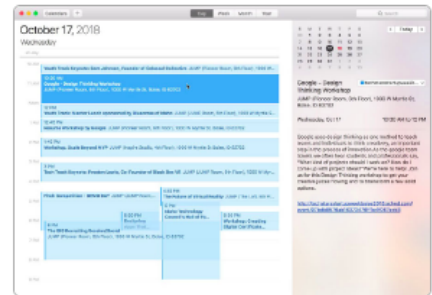
Subscribe in your calendar program to see this event alongside your meetings.

### Apple Calendar

1. Choose a calendar to sync: [My Schedule](#) or [Full Event Schedule](#)
2. On next screen, set "Auto-refresh" to "Every hour" to ensure you get schedule changes.

### Google Calendar

1. Choose a calendar to sync: [My Schedule](#) or [Full Event Schedule](#).
- Note: Google will only update the feed once per day, which means you could miss out on last minute updates.



### Microsoft Outlook

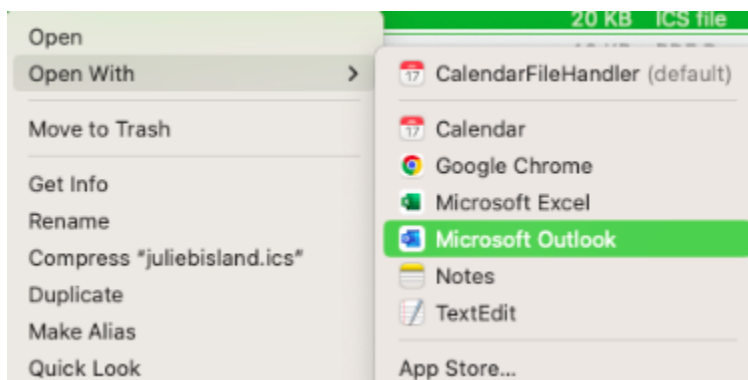
1. Choose a calendar to sync: [My Schedule](#) or [Full Event Schedule](#)
2. View instructions for [Outlook.com](#) or [Outlook for Mac](#).

### Export Calendar

This is a one-time export. You will not receive any updates to the schedule. If you expect the schedule to change, you should choose to one of the sync options above.

**My Schedule:** <https://icann76.sched.com/gulden.tepe.ics>

**Full Event Schedule:** <https://icann76.sched.com/all.ics>



All Prep Week activities are recorded, so if you are reading this material after a session has been held, you can still access the session content.

The [ICANN77 Schedule](#) is now posted!

## GAC Meeting Agenda – Navigating the Meeting Calendar Page

GAC members and observers will be gathering throughout the ICANN77 meeting week (4 days) from Sunday 11 June through Thursday 15 June 2023.

The GAC calendar page for ICANN77 can be found on the GAC website at - <https://gac.icann.org/agendas/icann77-hybrid-meeting-agenda>. Please make sure you are logged-in to the GAC website with your ICANN Account access credentials to make full use of the public and GAC-private contents of the page.

In developing the agenda for ICANN77, the GAC leadership has worked hard to avoid session conflicts to enable GAC members to attend cross-community sessions and other sessions of interest during the public meeting. As a consequence, in addition to showing all the GAC sessions for the week, the GAC website ICANN77 calendar page includes references to other notable ICANN77 community sessions that may be of interest to GAC members.

### ICANN77 Hybrid Meeting Agenda

Select Edition:

ICANN77 Hybrid Meeting Agenda

[Print](#)

ICANN | GAC  
Governmental Advisory Committee

# AGENDA

Washington DC, USA 12 June 2023 - 15 June 2023

## Thursday, 20 April 2023

**ICANN77 GAC Agenda Setting Call (1/2)**  
13:00 - 14:00 UTC | Closed Session

## Tuesday, 09 May 2023

**ICANN77 GAC Agenda Setting Call (2/2)**  
14:00 - 15:00 UTC | Closed Session

Jump to

[Introduction](#)

[Thursday, 20 April 2023](#)

[Tuesday, 09 May 2023](#)

[Sunday, 11 June 2023](#)

[Monday, 12 June 2023](#)

[Tuesday, 13 June 2023](#)

[Wednesday, 14 June 2023](#)

[Thursday, 15 June 2023](#)

Once you have accessed the ICANN77 virtual meeting agenda page, click on any session you want to know more about. For example ICANN77 – Session 1 - GAC Opening Plenary on Monday, 12 June from 14:45 to 16:15 UTC

(<https://gac.icann.org/sessions/icann77-session-1-gac-opening-plenary>).

Please note that all session times are displayed in UTC, whereas the local/on-site time of the meeting is Washington DC, USA (UTC-4).



## ICANN77 - Session 1 - GAC Opening Plenary

14:45 - 16:15 UTC

**Topics Discussed:** [GAC Activities](#), [ICANN Meetings](#)

### Session Details:

This opening session provides an opportunity for a welcome and Introduction of the meeting week by the GAC Chair. The session also features the traditional "tour de table" introduction of meeting attendees and an overview and preliminary review of the ICANN77 GAC Communiqué.

When you reach a session page, you will find all the necessary information about the session and you will have access to any materials prepared for the session as they are created and published, including:

- Session details (date/time/title)
- Remote participation link (*a Zoom Web Conference Link will be provided shortly before (the previous day) the session is held*)
- Real Time Transcription link
- Briefing documents will be posted under the *Material* section at the bottom of the session page
- Presentation Slides for each session will also be posted under the *Material* section
- Links to session recordings and transcript - *published after the public meeting concludes*

You may also find the pdf agenda version of the GAC schedule useful (<https://gac.icann.org/agendas/public/icann77-gac-schedule.pdf>) as it identifies all GAC sessions for the meeting week on a single-page document. Sessions are color-coded as indicated in the "legend" at the bottom of the document. As noted above, in addition to the GAC plenary sessions, the agenda also identifies other sessions of interest during the



week. In-person attendees have found it helpful to print out a copy of the agenda to bring with them to the meeting or to download a copy on their mobile phone.

Please note that at past GAC face-to-face public meetings, in rare instances, the meeting agenda has had to be updated to reflect real-time changes during the meeting week. That is also possible for this hybrid meeting. As necessary, throughout the week, GAC Support will generate updated versions of the agenda to reflect any changes that may take place. Staff will notify GAC participants of any schedule changes via email as soon as possible.

### **Keeping Time - Meeting Time Zones**

All times in the GAC agenda/schedule are listed as UTC.

Please note that ICANN77 official meeting hours for sessions are scheduled from 09:00 to 17:00 standard time in Washington D.C., USA (UTC-4) and dedicated session times during that business-hours window are being used for the official meeting schedule.

Full ICANN org meeting support (interpretation and real time transcription) can only be made available to the community during those business hours.

### **Registration for ICANN77**

Attendance at an ICANN Public Meeting is free to the general public.

**For ICANN77, the ICANN org is requiring that ALL meeting participants officially register in advance of the meeting in order to ensure accurate numbers for logistical (i.e meeting room and schedule access) purposes. In person attendees must register by 7 June 2023.**

For participants attending the meeting remotely, full meeting registration status is also necessary to view the full public meeting schedule.

Although formal GAC delegates will receive calendar invitations to individual GAC Meeting sessions, for your own planning purposes, you are strongly encouraged to formally register for the ICANN77 meeting as early as possible.

Instructions and information about ICANN77 meeting registration can be found at this web link; <https://events.icann.org/icann77/dnuregistration/Site/Register>.

To register for the meeting you will need to have an “ICANN Account”. If you do not have an ICANN Account at the time you attempt to register you will be redirected to a web page that helps you to establish your account.

## Registration for Individual Sessions

Even after registering for the meeting, you should also register for individual meeting sessions throughout the week.

1. Registration to Confirm In-Person or Virtual Participation Registration is required for all attendees. **In-person attendees MUST be pre-registered by 7 June 2023 to gain access to the convention center.**

2. Build your Personal Agenda from the main navigation menu, select Schedule > Simple (displays session titles only), Expanded (displays session details on the main page) Grid or By Venue> Click the checkmark (✓) next to any session title that you intend to participate in-person or virtually.



Schedule ▾

Facilitators

Attendees

Map

[Back to Schedule](#)

**Monday, June 12 • 10:45 - 12:15**

**GAC Opening Plenary**

[Click here to remove from My Schedule.](#)

<https://sched.co/1NM>

Tweet

Share

10:45 EDT (UTC-4), 12 June 2023

14:45 UTC, 12 June 2023

ID# 14215

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3. Keep your Registration and Calendar Up-to-Date! If your plans change from in-person to virtual participation or vice versa, it is important to [update your registration](#) profile accordingly.

If I change my registration from in-person to virtual, will I have to re-register for sessions?

No, changes will automatically update to the correct attendance profile. (Please allow 24 hours for changes to take place.)

## Connecting to GAC Sessions - Zoom Room Tool Basics

Zoom virtual meeting rooms will be used as the technology platform for all sessions of the ICANN77 Meeting - for both in-person and virtual attendees. Most GAC delegates are already familiar with the platform as the Zoom tool has been used during the previous ICANN public meetings and for GAC community calls.

GAC Support staff will send calendar invitations for each ICANN77 GAC session via email directly to all GAC Member and Observer organization participants. Those invites will also include details for how to connect to each session via Zoom. Please look for those calendar invites in your email in-box before the start of ICANN77.

Please note that individual Zoom room connection details will only be shared by ICANN org about 24 hours before the session is scheduled to begin. GAC calendar invites will be updated accordingly via email as soon as that information becomes available to the GAC Support staff.

## Connecting to Other Community Sessions

Please note that non-GAC cross-community sessions will utilize their own different Zoom Room links. Links to ICANN Community sessions of potential interest to GAC delegates will also be added to the individual session entries on the GAC Calendar page.

All participants are required to download the Zoom application to successfully connect to the GAC sessions.

After completing your meeting registration, to participate in any session, please visit the schedule page and navigate to your chosen session. Most sessions during this meeting will utilize a standard Zoom Meeting, which allows up to 500 participants to join. Features include the ability to unmute your microphone as needed, type in chat, and view documents and shared video. A handful of sessions, including the Public Forums, will operate as Zoom Webinars. These webinars are capable of accommodating more participants than a standard Zoom Meeting but have less functionality

## ICANN77 INFORMATION - Zoom Room Expectations and Protocols

The ICANN77 Policy Forum will be conducted as a hybrid event to accommodate both in-person and virtual attendance. ICANN is committed to ensuring an inclusive meeting that provides an equal opportunity for all to engage on important policy matters. All participants will be required to use Zoom to participate in meeting sessions and will be required to utilize the "Raise Hand" feature to enter the queue to talk (this includes in-room attendees).

To join a session's Zoom room, simply visit the schedule and navigate to the session of your choice. In the description, you will find the Zoom link listed under Participation Links . We have also published a quick guide on how to use Zoom, which is available [here](#). Live language interpretation will be provided in multiple languages in select sessions. ICANN has integrated remote simultaneous interpretation (RSI) into Zoom. More information on how to use this new feature is available [here](#).

Note: We encourage you to share YouTube links (when available) on social media. However, to help reduce session disruptions, please do not share Zoom participation links on social media.

If you have any questions or concerns about participating remotely, please don't hesitate to reach out at [mts@icann.org](mailto:mts@icann.org).

### An Equitable Experience for All

- Room Setup Improvements (with physical distancing)
  - Additional screens
  - 1:1 microphones
  - Cameras allowing virtual participants to see in-room participants
  - Dedicated Staff Participation Managers in all on-site meeting rooms and Zoom.
- Virtual Participants - Use the Zoom Microphone to speak and Zoom Video to be seen.
- On-Site Participants
  - Use a physical microphone (push to talk, wireless handheld, or podium microphone) to speak during the session. Do NOT use the Zoom Microphone to speak.

**Regardless of physical location, all participants should use the Raise Hand feature in Zoom to join the speaking queue.**

## More Info on Zoom Room Mechanics

For general information on remote participation tools (Zoom meeting rooms and interpretation application) please visit [<https://meetings.icann.org/en/remote-participation>]

## Zoom Room Tutorial References

If you need to learn or brush-up on using Zoom, please consult the [Joining a Zoom Meeting Tutorial](#).

[Download Zoom](#)  
[Zoom Help Center](#)  
[Zoom Tutorials](#)

Zoom also offers free [live training](#) for anyone interested in learning more.

**PLEASE ENSURE YOU HAVE UPDATED YOUR ZOOM APP TO THE LATEST VERSION TO ACCESS ICANN77 SESSIONS.**

## Joining the Zoom Room

Attendees can join any ICANN77 Zoom room meeting using the following methods:

- Computer audio (a good USB headset is recommended)
- Call me - Zoom will dial out to you on the number you provide (please remember to select the correct country code)

Zoom Meeting Participant ID: 161998

Meeting Topic: 051030010-GAC Leadership Call  
Host: Gulten Tepe  
Passcode: .-9S2a=1B%  
Numeric Passcode: 8181538087  
(Telephone/Room systems)  
Invite Link: <https://cann.zoom.us/j/95260694498?pwd=SlIFYW9qTnhwS2l1QUM3SEtqdVdRZz09>  
[Copy Link](#)  
Participant ID: 161998

Choose ONE of the audio conference options

Phone Call    **Computer Audio**    Call Me

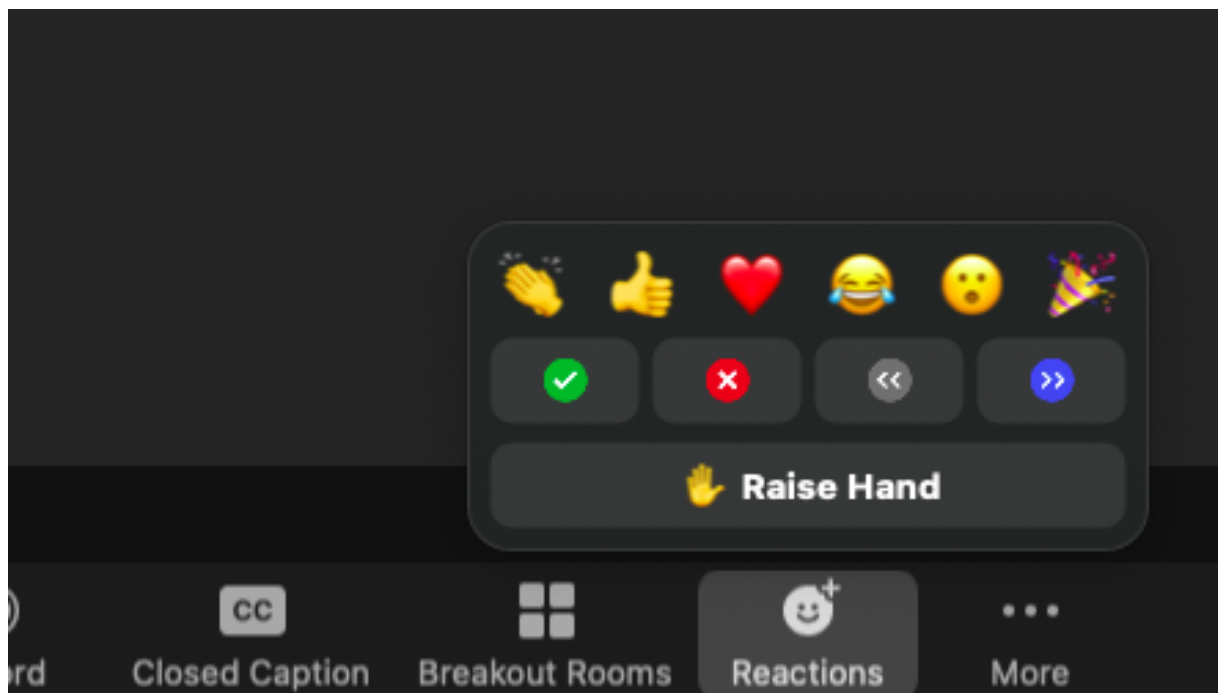
**Join with Computer Audio**  
[Test Speaker and Microphone](#)

Automatically join audio by computer when joining a meeting

Join Audio   Start Video   Security   Participants   Chat   **Share Screen**   Polling   Record   Closed Caption   More   **End**

## Comments/Questions during GAC Zoom Sessions

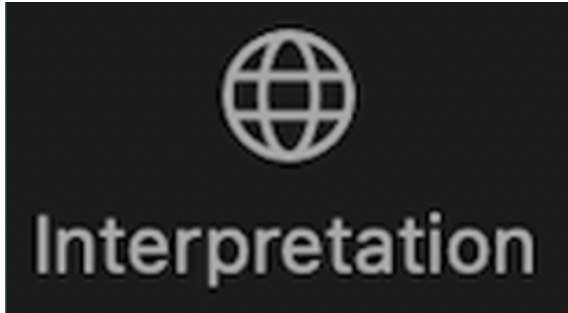
If you wish to make a comment, ask a question or take the floor during a GAC session, you may either type “<Question>” in the chat pod of the Zoom room or raise your hand, situated in the reactions icon on the Zoom banner at the bottom of the screen under “Reactions” tab.



- Note that Zoom frequently updates its features, so you may encounter new options at any time. GAC Support staff will work to alert attendees if anything like this occurs during the meeting.

## Zoom Access to “Live” Session Interpretations

As an additional Zoom room feature, the Zoom room for each GAC session enables “live” real-time interpretation in the 6 UN languages and Portuguese. This capability can be accessed from the Zoom room menu at the bottom of the Zoom screen (as shown below).



## Remote Interpretation/Congress Rental Network

If you are unable to connect to the Zoom platform, you may also access the interpretation channels using the remote simultaneous interpretation (RSI) application (Congress Rental Network – “CRN”). This system has been very effective during previous virtual GAC meetings.

To open the CRN application using one of the following links:

Mobile app is <https://urlgeni.us/ICANN-GAC>

Browser is <https://crn.interpret.world/loginlink?token=ICANN-GAC&lang=SRC>

GAC Token: ICANN-GAC

(The relevant links for other sessions can be found in the session description at <https://meetings.icann.org/en/remote-participation>).

Please note that CRN is a listen-only platform. You must still connect your audio in Zoom when you wish to speak. While speaking in Zoom, be sure to mute or disconnect the audio in the CRN platform to prevent an audio feedback loop.

## Real Time Transcriptions (RTT)

Real-time transcription (RTT), also known as “scribing”, is a feature used at every ICANN Meeting for GAC sessions. RTT will be provided for GAC sessions scheduled during the ICANN77 Meeting official times. RTT links will be provided under each GAC session on the calendar. *In the*



*case of audio difficulties, you can use the RTT feed as an alternative way to follow session activities, if absolutely necessary.*

- RTT and Zoom closed captioning (CC) will be provided in English.
- If the session is being scribed by live captioners, you may also open the Scribe RTT link listed in the relevant session link/description on the ICANN77 Meeting schedule. This access is particularly helpful to monitor more than one Zoom room at the same time. This access also provides a quick (unofficial) running transcript of a session “during” the session.
- If a particular session is not being scribed by live captioners via RTT, Zoom’s automated real-time text service will be enabled.
- You can view the real-time text provided by Zoom by clicking the “CC” (closed captioning) icon on the Zoom toolbar.

Please note that the automated and live real-time text transcription might contain inaccuracies and is not an official record of the meeting. Also, real-time text might not be available for speech interpreted into other languages.

Official transcripts for all GAC sessions will be provided in English and made available in the weeks immediately after the ICANN77 meeting. If a session was supported in other languages, official transcripts in those supported languages will also be published via available web links.

## **Creating and Managing your Own ICANN Schedule**

The official ICANN77 Meeting schedule will be published on the ICANN77 Meeting page at: <https://meetings.icann.org/en/icann77>. In order to find session information, you can either go to the session page or click on the Schedule - “Expanded” format in the drop down menu.

You will have the option to either click on SCHEDULE or MY SCHEDULE (bottom left banner).

### **MY SCHEDULE**

If you are fully registered for the meeting and have created your profile, you may select which sessions you wish to attend remotely and create your own personal meeting schedule. Those added sessions will appear in “My Schedule” available from the banner on the bottom left. To create your profile, please follow the steps indicated.

**2**

## Saved To My Schedule

### FULL SCHEDULE

Using the “SCHEDULE” option will allow you to view the ICANN77 Meeting community schedule, day by day. Simply select the session you wish to view. Session descriptions, Zoom room links, RTT links (if provided), and additional material will be made available on each session page.

- **HOW TO DOWNLOAD ICANN76 SESSION INFORMATION TO YOUR CALENDARS:**

#### **Step 1 - Create a profile and your personalized ICANN77 schedule**

Go to the <https://meetings.icann.org/en/icann77> and create a profile and login. Every session on the Full schedule can be selected and added to your individual schedule by clicking the checkmark (✓) in the left corner of each meeting title. This adds it to your individual schedule, My Schedule, which you can then add to your calendar. See next step.

#### **Step 2 - To export your personal schedule into your calendar: once you’ve added all your chosen meetings to your schedule, click on (Saved to My Schedule)**

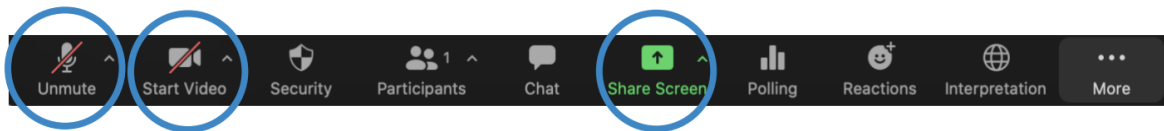
- Access the schedule <https://meetings.icann.org/en/icann77>. The schedule shows up with blank radial buttons to the left of each session. Hover over the radial button and click “ADD TO MY SCHEDULE” or just click to add the checkmark (✓).
  - Once you’ve selected all sessions, click the My Schedule link in the lower left corner or hover over your profile and select My Schedule.
  - Click the Phone icon
  - In the bottom section, “Export Calendar”, click the link next to “My Schedule”. When the .ics is exported, add it to the appropriate calendar.
- Please remember, for security purposes, participation links will be posted 24-hours prior to the session start times.

**Step 3 - All remote participation sessions will use Zoom rooms.** You can find the Zoom room links for public meetings on the <https://meetings.icann.org/en/icann77>. URLs will be made available 24 hours prior to the sessions. Participants will have the ability to view the links only if they have registered.

Please download the [latest Zoom app](#) on your participation device (mobile or desktop computer). Need to learn or brush-up on using Zoom? Check out the Joining a [Zoom Meeting Tutorial](#).

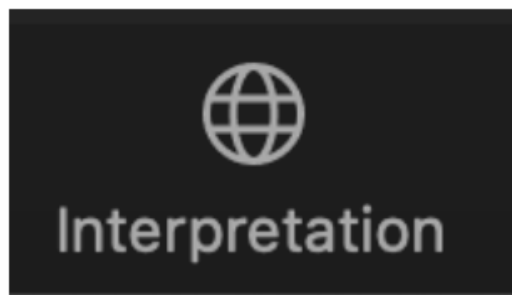
#### Step 4 - Download the mobile app by searching for “ICANN Meetings” in your app stores.

- Please make sure you are on mute when you enter any Zoom session. Your video should be “off” by default. You can control the mute and unmute via the meeting controls.

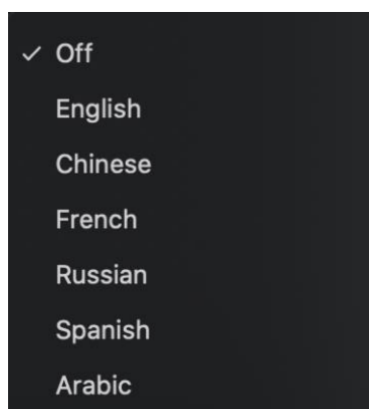


#### Language Availability - Live Interpretation (Important)

- All sessions that include interpretation will be conducted using the ICANN Remote Simultaneous Interpretation (RSI) platform now integrated into Zoom. You can select the language of your choice by clicking on the “Interpretation” icon on the toolbar.
- This feature is only available for participants joining via the Zoom application using computer audio.
- Click on the “Interpretation” icon on the Zoom toolbar.



- Select the desired language (English, Chinese, French, Russian, Spanish or Arabic).



- If you would like to ask a question or make a comment in one of the supported languages, raise your virtual hand on the Zoom platform.
- Select the language you will speak by clicking on the “Interpretation” icon on the toolbar.
- When called upon, unmute your microphone in Zoom. State your name for the record, the language you will speak, and ask your question or make your comment.
- Mute notifications from all other platforms or devices.
- When you are done speaking in the Zoom session, mute your audio, and listen to the language of your choice.
- Please note that if you will be speaking a language OTHER than the language you are listening to, you must change your selection each time you speak to ensure interpretation can be heard by other participants.
- In the event a speaker does not select their language channel, they may still be heard by selecting: **Unmute Original Audio**.

## Tips to Make the Most of a Hybrid Meeting

- Consider using a headset if you are planning to speak during a session. Headsets often have better microphones and sound quality than the built-in microphones and speakers in your laptop or mobile phone.
- State your name and affiliation for the record before you make your comment. Speak clearly, directly, and slowly. If you are reading a statement or a document, please pause between sentences.
- ICANN is a global community and different cultures have different communication styles. Without the benefit of facial expressions and body language, misunderstanding can occur. Please try to be succinct when interacting virtually to avoid miscommunications.
- Be aware that all ICANN Public Meeting sessions are subject to ICANN’s [Expected Standards of Behavior](#) and the [ICANN Community AntiHarassmentPolicy](#).
- You are encouraged to stay connected with ICANN org after the meeting through news updates and regional newsletters. [Sign up here](#).

Please advise GAC Support at [gac-staff@icann.org](mailto:gac-staff@icann.org) if there are additional topics or resources that you would like explained in this or future meeting briefings.

## **Additional Useful Web Page Resources**

Free online courses on ICANN Learn: <https://learn.icann.org>

- Learn about ICANN groups and processes
- Build skills to enhance participation
- Discuss concepts with fellow learners

ICANN org Regional Newsletters: <https://info.icann.org/LP---Regional-Newsletter.html>

ICANN Meetings schedule: <https://meetings.icann.org/en/icann77>

How to better use SCHED: <https://sched.com/guide/your-personalized-schedule/>

### **Other useful resources:**

Health and Safety FAQs <https://meetings.icann.org/en/icann77>

Participation Guides <https://meetings.icann.org/en/remote-participation#zoom>

ICANN Expected Standards of Behavior

<https://www.icann.org/resources/pages/expected-standards-2016-06-28-en>

Meeting Support [meetingsupport@icann.org](mailto:meetingsupport@icann.org)

Newcomer webpage <https://www.icann.org/en/beginners>

ICANN Acronyms and Terms

<https://www.icann.org/en/icann-acronyms-and-terms?nav-letter=a&page=1>

ICANN Communities <https://www.icann.org/community>

Policy Development Support <https://www.icann.org/policy>

Technical Functions <https://www.icann.org/technology>

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