
ICANN82 | CF – GAC Sessions: Capacity Development (3 of 3) and Next Round Prep Session
Sunday, March 09, 2025 – 10:30 to 12:00 PST

JULIA CHARVOLEN

Hello and welcome to the ICANN82 Registrant's Journey Session on Sunday, 9 March at 17:30 UTC. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior and the ICANN Community Anti-Harassment Policy. During the session questions or comments submitted in the chat will be read aloud if put in the proper form.

Remember to state your name in the language you will speak in case you will be speaking a language other than English. Speak clearly at a reasonable pace to allow for accurate interpretation and please make sure to mute all other devices when you are speaking. You may access all available features for this session in the Zoom toolbar. And with that I will leave the floor over to Nico Caballero, GAC chair. Thank you and over to you.

NICOLAS CABALLERO

Thank you, Julia. Please take your seats. Good morning, good afternoon and good evening, everyone. Welcome to the Registrant's Journey, a Choosable, I don't know if that is the right, Choosable Path Adventure for ICANN82. This is going to be some sort of a modern Shakespearean theater play in which you will have a role, a very important role, a high-tech Shakespearean play. So

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please make sure you're logged on to the Zoom account because otherwise you won't be able to participate. It's very simple. So again, make sure you're logged on.

And with that let me welcome, I'm sorry Owen, let me welcome the Registrar Stakeholder Group and thank you for taking the time for preparing this very important high-tech modern theater play. Over to you. Thank you so much. Welcome, everyone, again.

SARAH WYLD

Thank you, Nico. Hello, everybody. I'm Sarah Wyld. I am the Vice Chair for Policy of the Registrar Stakeholder Group. I also chair our communications and outreach team and that is the team that has put together this game for you all today. I also work at Tucows and I'm Canadian and I'm very happy to be here today. Thank you for having us. Okay, let's move to our welcome. Very good. Oh yeah, I'm in the wrong slides.

Welcome, welcome. I think I've now done a five-minute welcome. We're going to pause here and just think for a second. I'd like to see a show of hands. How many people here have registered your own domain name? Not everyone but a good rate. Excellent. Two hands over there. Thank you. All right. And so, that's what our game will take us through today. Let's go two more slides down. Shall we play a game?

We're going to tell a story together. At each point in the story where our hero has a decision to make, we get to decide what that choice will be. There will be time for consideration and discussion at every

step in the way as we choose our path. When we start in a moment we will choose a goal for our hero. There will be points in the path where we either win and we'll see a little trophy, or we fail and we cannot meet our goal. You get a skull face. If we fail, we can back up and try again. Don't be too goal oriented. The point here is to learn about what can and does happen when registering and owning a domain name.

Just a logistics note. I know that GAC session slides are usually posted before the session happens but we are running this game again later in the week so the slides will be a few days delayed just so that we don't spoil it for anybody else. Okay. Does anybody have questions about how the game works before we jump into it? All right. So, we will move on to choosing our goal and again as Nico said, we need to be in the zoom room so that we can play the game and that's how you'll participate.

You are Sophia, our hero, and congratulations are in order. You've graduated from university and started a new job. Well done. At this new job, you are embarking on a very special project which requires an online presence including registering a brand-new domain name. Choose between three goals for Sophia's domain ownership journey. Your goals can be long-term ownership and successful renewal of the domain, sale of the domain, or one year use allowing it to expire at the end of the term.

Now as we play the game before the poll comes up, we will discuss what the options might be. And you can advocate for your choice and try to convince your friends to go in the direction that you think

is best to reach the goal. But here because we're choosing the goal, just pick what sounds best to you. Do you want to keep the domain for a long time? Do you want to try to make some money off it or you want to do a short-term project? I'll give you a couple moments to think about that.

Okay. Let's see what our survey said. We've got 75% want to own the domain name long-term and successfully renewed it. That's great, that's a really fun path. All right. So, logistic note we're just going to move to the other slide deck for a moment and then we'll get started. You, Sophia, need to choose the domain name for your very special project's online presence. Does Sophia choose a regular gTLD or a special one? Who has thoughts? Would anybody who might choose a regular gTLD like to talk about why that would be their preference? This is a participation-- Nico please.

NICOLAS CABALLERO

Yeah I would like to register Antarctica.

SARAH WYLD

We're not creating new gTLDs, you're picking an existing gTLD. All right. But you can have Antarctica just for this game. All right. Would anybody like to get a special TLD and talk about why they're choosing that option? Good question. So, points to consider.

A special gTLD might have special extra data collection requirements that make the process more complicated, and it might have universal acceptance challenges. So, in some web services, a TLD that's more than three characters long is

automatically incorrectly considered to be invalid. So, that's something you can consider as you choose. Thank you for asking. Let's have our poll. And we'll take 15 seconds to vote. I'm timing. I see advocacy in the chat for a special gTLD. Thank you. All right. Let's see our results. Just close to 50-50 but we're going regular. All right. So, we'll move to step two.

Sophia decides to buy a standard gTLD and fills out the registration form on her chosen provider's website. It seems to be asking for a lot of information. Sophia does not know why this info is required and she's concerned about sharing this personal data because she would not want it to be made public on the internet. Sophia thinks maybe she can get this process completed fast by just making up some information for now and then she can update it later when she learns more. Or maybe Sophia can contact the provider and have them explain why they need the data.

So, here's our decision point. Does Sophia provide the required data, contact the provider to ask why they want it, or make up pretend data? As you're thinking about it, would somebody who's choosing one of these options like to speak about why they're choosing it? Who thinks that they should contact a provider? Anybody? Guys, you got to play with me here. It's a game. Come on. I see a hand. Oh, I know you. Hi.

ABDALMONEM GALILA

Yes, this is Abdalmonem Galila for the record. Actually, I will select that if I am in position like Sophia, as maybe this registry who are

hosting this gTLD make some kind of contact disclosure so my details of my contact will be secure to be there.

SARAH WYLD

It might be, yeah. So, it seems like Sophia doesn't know right now what will happen and will her data be public or not public. Good point. Would anybody like to speak about why they might want to make up pretend data? I see a hand over here.

MARCO HEGEWONING

I'd love to challenge your compliance processes.

SARAH WYLD

Choose the option and we'll see what happens. Absolutely. All right. So, let's see. Let's have our poll up please. Thank you. And so, do you provide the required data, contact the provider to get more information, or make up pretend data? It is your turn to vote. While you're voting I will just mention it's a little bit easier for me if you can do hands in the zoom because I'm not sure I'll see everybody in the room.

Okay. All right. Let's see our results. Thank you. Contact the provider to ask why. Super. So, we will move to step five. Sophia calls the provider to ask them about their data collection requirements. They explain that they collect the domain owner's name, postal address, phone number, and email address, as well as payment information.

This data is required in order to enter into a contract with Sophia to sell the domain name to her, and because the regulatory body ICANN determined that this is the essential information needed for domains. With that information in mind, does Sophia provide the required data or provide pretend data? Who wants to see what happens if we give fake data? All right. Would anybody like to advocate for one position or the other before we do our poll? We have plenty of time. Yes.

ANA NEVES

Yes. I would like to advocate to pretend data. Yeah.

SARAH WYLD

And why? Just because it's fun or because you think it's the best idea?

ANA NEVES

Because with that information provided by the provider, I don't think it's ideal to have all my contact details and my payment information. I don't like it, so I will pretend. Yeah.

SARAH WYLD

Sounds great. Yeah. I share some of those concerns sometimes. It can be hard to find a provider that we trust. Nico?

NICOLAS CABALLERO

Yeah. I have a different approach. I'm a bad guy from Jupiter, and we do have a good internet connection thanks to Starlink and some

other devices. I'm a bad guy, and I'm intending to do some sort of DNS hopping or something in order to see if I can trick the law enforcement agencies, and that's why I will put fake data.

SARAH WYLD

Thank you. So, this is really interesting because it shows the very different motivations that could lead to the same outcome, and sometimes it can be difficult as a provider to determine what that motivation was and why the result is what it is. So, with that, let's see our poll so that we can choose. Do we provide the required data or make up pretend data?

Okay. Has everybody had a chance to vote? Three, two, one. Survey says 54% went for the real data. We can come back and see what happens with pretend data later. Don't worry. Okay. So, provide real data. We'll head over to step four. Thank you, Zoe.

Sophia fills out the form providing all the required data and successfully registers her domain. Now Sophia receives an email requesting that she verify the data. Sophia is very busy and wants to focus on setting up her website and email, not doing boring or pointless administrative tasks. Does she ignore the email in favor of more interesting things or follow the instructions to complete the verification? What would you do? Yes.

ABADLMONEM GALILA

Abdalmonem, again. The second selection to complete the verification process, it's very important, especially that Sophia is representing one of the brands of the company. So, some other

documents should be there while registering this domain name. So, there should be a validation at some kind through the registrar in order to validate that this point is representing this company and this is for brand in case of something in the future that will happen related to the domain dispute resolution about that. Thank you.

SARAH WYLD

Thank you. So, I'm hearing advocacy for completing the verification process. Is anybody too busy for that kind of thing and want to talk about why? Yes.

UNKNOWN SPEAKER

Yes, I will ignore knowing that there will be a follow-up email requesting for that sometimes later. Thank you.

SARAH WYLD

Sure, we can rely on getting way too many emails. I see a hand in the Zoom, please.

UNKNOWN SPEAKER

You said you've emailed me, but I didn't receive anything. I guess spam filter has eaten all your emails.

SARAH WYLD

We have to trust the story. We have to go with what it says on the screen. You did get the email. I like your approach. Yes, next in the Zoom, please. Gemma?

GEMMA CAROLILLO

Thank you. Just to note that it's very interesting how this exercise is framed. So, we have someone who needs to register domain name for work purposes. She thinks things are boring or pointless administrative tasks. And if I do that and ignore all I think is pointless administrative tasks, I think this doesn't hand very well. And also, we are assuming that the professional registering a domain name for professional purposes think that completing the verification information is just useless. This is the way it's framed. Interesting.

SARAH WYLD

Yeah. The difference here is that you are a professional adult, and Sophia has just graduated university. She doesn't know anything hardly, right? But yeah, absolutely. Some people are irresponsible.

GEMMA CAROLILLO

They are much better than us, those just graduated from university, and allow me to advocate for that better than us and much faster.

SARAH WYLD

Thank you for that. All right. Let's have our poll, please. Oh, I'm sorry. There's one more in the Zoom. We'll go back to Anna and then do the poll, but you can vote now. I'm sorry. Anna from Portugal.

ANA NEVES Yes, thank you. No, my point was whether if she's not completing what is being asked through the email, is she able to continue to set up her website and email?

SARAH WYLD We should try it and find out what happened.

ANA NEVES Ah, yes. That is my point. Thank you.

SARAH WYLD Okay. Have we all voted? What's the results, please? We're going to complete the process. You guys are choosing the less fun options, but it's very responsible and I appreciate that about you. All right. So, we're going to step nine.

A trophy. You won. Sophia follows the instructions in the email and completed the verification for her data. Hooray. Okay. So, we could continue the story, or we can go back to the start and play the other path to see what happens. Are we into that? I'm seeing a lot of nodding. So, we're going off script and that's what we're going to do. Uh, wait, is that going to mess up my zoom polls? Can we do that? No, we're good.

Okay. So, we'll go back to step one, step two, and we're going to choose on step two. I know I just said we're going to choose, but I'm telling you what's going to happen. We're going to step two, but instead of providing the real data and instead of contacting the

provider, because we've seen both of those already, we're going to make up pretend data.

So, we've, we've registered the domain with pretend information. And now we're going to step six to see what happens. Thank you. Sophia does not want to share her real data with the registration provider because she doesn't trust their explanation about why they require it or what will happen once it's been submitted. Instead, Sophia makes up pretend info to put into the registration form and successfully registers her domain.

Sophia does not realize it, but the registrar sends a verification email, which Sophia does not receive. 15 days after the registration, all the services that Sophia set up on the domain name suddenly stop working. So, she contacts a provider. Sophia is advised that she must put real data on the registration record. And so, she does, after which she, Sophia finally receives her verification email.

Okay. So, this step doesn't have a choice because it's a thing that happens. You put in pretend data, you don't get your verification email, then the domain gets suspended when you don't verify the data. Before we move on, does anybody have thoughts, questions, impressions? Yes.

JORGE CANCIO

Thank you. Why don't you get your verification email?

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- SARAH WYLD Because she put a fake email address that did not exist. And so, the email, the verification was sent to the email she provided and it went nowhere.
- JORGE CANCIO That's not very smart.
- SARAH WYLD No, but she didn't know any better. This is how we learn is by making mistakes or by reading the policy requirements. Is that another hand?
- ABDALMONEM GALILA Yeah. This is Abdalmonem again. Actually, I am wondering why Sophia didn't trust this provider and went there to register a domain name. That's the question, but this is maybe an excuse for her that it is still a graduated student. Thank you.
- SARAH WYLD That's a very good question. Why would you use a provider that you don't trust? And mostly it's for the story. But yeah, why would she do that? I don't know. Price? Could be price. That's a factor. I see a hand in the Zoom. Ana?

ANA MALDONADO

Hello. Thank you. I was wondering what happens if you put the correct email address, your own email address, and then you put the rest of the data fake?

SARAH WYLD

If you put the correct email address, but the rest of the data is fake, then the domain owner is lying and that is not allowed. In the verification email, it says by completing this verification, you are confirming that the contact data that you provided is accurate. And you understand that if you don't provide accurate data, you cannot have the domain name. So, accuracy is a responsibility and a privilege of the domain owner. They are the ones who say what their accurate data is.

As an example, if I register a domain name under the name Sarah Wild, how do you know that's really my name? How do you know that's the name on my ID? It's actually not the name on all of my identification because I got married and I changed my name. And some of my ID still shows my older name. Is that inaccurate? No.

There's a question in the Zoom. A comment. A fake email that she has access to, then it's not fake. If she has access to it, then it's her email. Okay. So, let's move to step nine, see what happens next. We've provided real data. We've completed. Oh yeah. So, we've been here. We've completed the process and now we're going to move on in the life of this domain.

Sophia receives an email notifying her that her domain is subject to a Uniform Domain Name Dispute Resolution Policy complaint.

That's the UDRP. This is a process that trademark owners can use when they have a concern about a domain. In this case, the UDRP filer is claiming that Sophia's domain is confusingly similar to their own trademark. The email Sophia received says that if the trademark owner is successful in the UDRP, the domain could be transferred away from Sophia's ownership.

So, she has some options. Does Sophia respond with her own perspective on the use of the domain? Does she leave it alone and not respond to the notice at all? Or does she contact the provider to ask if it's real? Who has thoughts? We're not asking chat GPT anything because it'll give you the wrong answer.

ANA NEVES

I could go for C option. I mean, checking that it's real.

SARAH WYLD

I think I would do the same. Yeah. Would anybody like to advocate for just not responding to the notice? No? Okay. Anybody want to respond? Think that's the best idea?

NIGEL HICKSON

Well, if I'm Sophia and I can't quite imagine who this Sophia is actually, but if I think I've done this, perhaps I've registered something because the person down the road that parks his car, I know he's got a website, and he really annoys me because he parks his car on the wrong way around. I don't like him anyway, because he's got a beard. And so, I created the website to be very like his,

thinking it'll be good fun, because I'm a bit of an odd person, really. Yeah. So, I guess I'll just leave it. It's going to cost him money going through the UDRP, so ha, ha, ha.

SARAH WYLD

I like that approach. It is going to cost him money to go through that. Yeah. Make him deal with it. All right. Let's see our Zoom poll, please.

NICOLAS CABALLERO

One thing, Sarah, please. A special request for GAC members, please state your name and your country when speaking for identification, for the record, in other words. Thank you.

SARAH WYLD

Thank you. Yes. And so, while we're voting, I see a couple questions in the Zoom chat that we're going to think through together. So, here's a question from Tiago. Thank you. What happens if Sophia registers a business's domain name using her own info and then quits and doesn't give the ownership of the domain to her previous employer? Yeah, that would be bad. They might contact her and ask her to give it to them. There could be a legal situation. They might need to get a lawyer. I don't know. Yeah. She shouldn't do that. Yes.

And then there's another question. Should the domain be live before the verification has taken place? So, the way the process works is that for most, for all gTLDs, the domain is registered. It is

put live immediately. The verification email is sent out immediately if the data is not already verified. So, if I already own one domain and I complete my verification and then I buy another domain with the same data, it's already verified. I don't have to do anything there. And the way it works is that yes, the domain is live right away and the owner gets that 15-day period to complete the verification. And if they don't, then it gets taken down. Tiago, I see your hand up.

THIAGO DAL TOE

Thanks, Sarah. Thiago Dal Toe for the record. Quick question. How often does the verification happens after you have the initial verification? Is it a yearly process or length of time? Thank you.

SARAH WYLD

Yes, it is a yearly process where the domain provider sends a reminder email to the domain owner. And that was a little bit of a spoiler. We're going to come back to that later. Okay. The poll's been up for a little while. So, let's see our results. Contact the provider to ask if it's real. Very good. You got it. So, let's see step 12. Yeah, thank you.

Sophia contacts her registration provider support team and shows them the UDRP notice that she received. They explain that this is official and that ICANN policy requires the registrar to lock the domain. So, Sophia cannot make any changes to the registration data or transfer the domain to a new provider until the dispute is

concluded. Does Sophia continue to ignore the UDRP notice, or does she now respond with her perspective?

And while we're thinking about that, there is a question in the Zoom from Tracy about what about the use of burner email addresses just for verification? Yeah, that is not a great thing to do because as we just learned, once they complete the verification, if the email doesn't work anymore, they won't receive any further notices about the domain name. So, in the future, it can be a problem. And the domain owner, as part of their ownership contract, commits to providing accurate information on the registration data. So, they will not be holding up their side of the contract and they could lose their registration for that purpose.

Let's have our Zoom poll, please. While you're voting, I'll just mention there is another question in the chat about rules to recognize protection of Indigenous people's names, ancestral names and languages, and protect against cultural misappropriation. Those are important topics, but those are very much, I think, related to the content of a website and that is separate from policies and requirements relating to the ownership of the domain. So, that's not part of what we can do here.

All right. What does our poll say? We're going to respond to the UDRP notice. And while we move on to step 13, I see another question in the chat. If she provides correct data but not the payment details, then her purchase won't complete and she won't have the domain name. So, that just doesn't work. Okay.

Sophia responds to the UDRP by explaining why she thinks her use of the domain is acceptable. The dispute resolution service provider replies, acknowledging Sophia's statement and confirming that they will forward that on to the panel who was selected to review the UDRP case. While she waits for the panel to review the claims made against the domain and ultimately decide whether the domain is transferred to the complainant or remains with Sophia, all Sophia can do is go about her days waiting for any update on the UDRP case. Waiting, waiting. Do we have thoughts before we see what happens when the case is decided? Thiago?

NICOLAS CABALLERO

Yeah, there should be a time limit for the update on the UDRP case.

SARAH WYLD

I'm not wildly familiar with the UDRP process. So, is there a time limit? Is Brian here? It makes sense that there should be a time limit. That sounds entirely reasonable. I don't know if there is because I--

NICOLAS CABALLERO

No, no, just saying, just saying. We have Colombia next.

SARAH WYLD

I see in the Zoom, must respond in 20 days. Thank you, Todd Ryan.

THIAGO DAL TOE

Thank you. Thiago Dal Toe for the record. Just a question. So, everybody understands and those that do know UDRP. Whenever Sophia is requested or to participate, is she paying for it? Who pays in order to participate in this UDRP?

SARAH WYLD

Owen is going to answer that for us.

OWEN SMIGELSKI

So, the person who or entity that brings the UDRP, they have to pay the arbitration fee and any fees associated with that. And it's generally recommended to use a lawyer. I did see some ChatGPT in there or other AI. They're going to mess it up. Please don't do that. You want to have a lawyer if you're doing that.

As for Sophia, she does not have to pay to respond. It's the other side that brings the court case or the arbitration case. However, some do respond on their own. Some do hire lawyers and some just don't respond at all. Unlike most arbitration and court cases, it's not required to respond. You can still win even if you don't reply.

SARAH WYLD

Thanks for that, Owen. Just before we move to see what happens, I want to get into a little bit more detail about what the complainant needs to demonstrate as part of bringing this case if they are to be successful.

In a UDRP, the complainant needs to demonstrate one, that the domain name is identical or confusingly similar to a trademark that they hold. Two, that the domain owner does not have a legitimate interest in owning that domain. And three, that the domain name is registered and used in bad faith. The claimant always needs to prove those three elements and often the third one, that bad faith, is the hardest one to do.

Okay. So, let's see what happens at the end of the UDRP. The case is decided. We won. Sophia receives a notice that the panel ultimately agreed with her viewpoint and the UDRP case against her domain was denied. Sophia kept the use of her domain. Hooray. Okay. We chose the goal of renewing the domain, so we will move on now to step 15.

In a surprising turn of events, shortly after the UDRP case concludes in her favor, Sophia is selected as a participant in NASA's simulated two-year Mars surface mission. While she is completely cut off from all outside contact, Sophia has a friend managing her affairs. This friend has access to Sophia's accounts and notices the registration data reminder email that we were talking about a former university email address as the owner contact. Now that Sophia has graduated, that email address won't work for much longer.

So, what does Sophia's friend do with the email? I know we're supposed to be Sophia, but in this moment, let's be her friend. As a friend, what do you do? Do you ignore the email further or do you update the data? Any thoughts?

NICOLAS CABALLERO

Update.

SARAH WYLD

I hear one for update. Thank you. There's a comment in the chat, if she doesn't get the email, she might not be able to. Yeah, she wouldn't be able to. It would. Yes. As we see in the chat, there's a loop here that if you don't provide the email, you can't get your confirmation, and then you can't use the domain, and then you can't update it. All right. So, I'm seeing a lot of advocacy in the chat for updating the registration data. Let's get our Zoom poll up, please. Thank you. And while we're voting, I see Marina in the Zoom, please.

MARINA FLEGO EIRAS

Yes. Marina Flego Eiras, Argentina, for the record. I wonder if when someone wants to register a domain, could name a curator or someone who keeps for that domain application in case that, I don't know, the registrant is no longer able to manage the application, as it is this case.

SARA WYLD

I don't think I really followed you. I'm sorry. So, if what?

MARINA FLEGO EIRAS

I mean, Sofia, when complying with the application, did have the chance to name a curator for the application? That is my question.

SARAH WYLD

Right. So not at this time. There's not really a process to have like a secondary, a curator or a handler of one services. The expectation is that the owner owns the domain. And if somebody else should be managing it, maybe they share access to the account in the system and they can both get in there. But there's only one owner for a domain.

Okay. Let's see what our poll results are. We're going to update the data. All right. Thank you. So, step 17. We win. Sofia's friend contacts the registration provider and works with them to provide appropriate documentation showing that they can manage her accounts while Sofia is learning about life on Mars. The registration data is updated. And at the same time, they renewed the domain for several years so that Sofia's very special project can continue. We have achieved our goal of renewing the domain. Congratulations.

Now, before we renew the domain, let's just go back to step 16 so you could see-- Or sorry. Before we move to the next story. On step 16 is what would have happened if we'd ignored the registration data. Just go up one for me, Zoe. Thank you. Yeah. So, if we had chosen to ignore that email, here's what happens.

Sofia's friend ignores the email and nothing happens. But several months later, a renewal reminder is sent to her old email address. But by then, that email has been shut down and the reminder bounces back. The domain name is suspended due to invalid registration data and is not renewed because Sofia did not have a

valid credit card on file anymore. So, the domain expires and all related services stop working. We lost. So, we didn't go that way. Good job, everybody. You got renewal of the domain name. Well done. All right.

We can now choose to play either do we want to sell the domain or do we want to try to let it expire. And I think just for ease of use, we're going to go with selling it next. And so, that's step 18. We're all happy with that. Super duper. All right.

So, Sofia receives an email through the publicly available domain owner contact form offering to purchase her domain. The offer seems like it might be a scam. There are typos and it's a bit vague about who the person making the offer is. And it's not even offering a lot of money. On the other hand, it could be real, and Sofia is not sure if she'll get a better offer later on. So, what do we do? Do we ignore the purchase offer email? You can tell I'm a real fan of ignoring emails. Or do we respond to the purchase offer email?

There's a question. There's a question. Emails are not the only-- Is there a reason? So, the question in the Zoom. Is there a specific reason why email addresses were chosen as the unique identifier? Is it because of the type of communication or related to security? And so, in terms of the unique identifier, I will just mention when we are verifying the registration data, we look at not only the email, but also the first and last name and an organization if one was provided.

So, I mentioned earlier that when we buy a domain, we verify the data. That's the set that we verify. And then if that same person

with the same set of data buys another domain, they have already verified. And so, that's again, first and last name, organization if provided an email address. But why, I feel, is maybe before my time. Owen has a thought on that.

OWEN SMIGELSKI

This is Owen Smigelski from Namecheap, chair of the Registrar Stakeholder Group. Email was not always a thing pre-ICANN. Network solutions, you had to fax in a domain name order. So circa 1995 or so, I recall, I was in college. I wanted to get a domain name and I had no access to a fax machine and it was too expensive. So, I didn't do it.

But email has not always been that. I think it's just ease of use for some registrar and that's what's become the ICANN default quite often. ICANN policies reflect realities. And so, until some point when that changes, whether it's through app or otherwise, because I think some of the transfer policy changes will allow for ability to communicate in other methods.

SARAH WYLD

Thank you, Owen. Yes. And so, the email will continue to be required for the registration data, but may not always be the required communication method depending on the circumstance. Let's have our poll, please. We can choose to ignore the purchase offer or respond to the purchase offer. And as we're thinking about it, if there are any further thoughts from the room. Yes, please.

ABDALMONEM GALILA

This is Abdalmonem Galila for the record. Actually, if I am thinking in an evil way, so I shall ignore this business over. Why I'm selecting this? As there was a dispute resolution about this domain name. Maybe the other company make another dispute and will hold the domain name again from my side as it will be used for unexpected behavior, harmful behavior. So, the court will have a decision to break the domain name again. So, I need to be away from all of this.

SARAH WYLD

Yeah. Thank you for that. It's funny. I hadn't, when we were putting this story together, I didn't really think about first you have the UDRP and then you get this contact and maybe they're connected. Maybe they are. All right. Let's see the poll results. Barely, almost 50-50. We are going to respond to the purchase offer email. You people are all so much more responsible than I am. Okay.

Success. Sophia writes back with a counteroffer. After some back and forth dialogue, they negotiate and ultimately agree on a price. They select a domain resale provider to work with to ensure that everyone's interests are protected. The domain is sold. Hooray. Okay. Let's play the expiry goal. So, we'll move to step 21.

Still happy about the successful UDRP case, Sophia spends the next few months working on the very special project that she's using this domain name for. One day, Sophia receives a notice that the

domain is due for renewal in 60 days. The registration provider has a credit card on file from her initial purchase and will automatically renew the domain name closer to the expiry date.

Sophia had originally planned to keep the domain only for the one-year duration of the very special project. But on the day she gets the email, Sophia has a lot going on and no time for extra tasks. I feel like there's a real theme to these poll questions. Does Sophia contact the provider to turn off the other renewal or does she decide to deal with it another day? Anybody have an opinion before we-- Who wants to advocate for contacting the provider to turn off other renewal? Anybody? Who wants to ignore the email, leave it to deal with later? It's my favorite thing to do with emails. I read them and then I just close the app.

Yeah. No, I mean, that's the real lesson here is that domain owners need to answer their emails. Yeah. Okay. I don't see any hands. All right. We'll do our poll, please. So, you can choose to either contact the provider to turn off other renewal, keeping in mind that our goal is to not renew the domain name, or you can leave the reminder to deal with later. Vote, vote. And results, please. 50-50. Oh, no. Nico, pick one. One or two.

NICOLAS CABALLERO

I'll go with the first one. Contact the provider to turn off auto renewal.

SARAH WYLD

Super. So, step 22, please contact the provider to turn off other renewal. Sophia contacts her domain provider to get help with turning off the auto renewal. They are able to show her where to do that in the account control panel. So, the domain will expire in two months and no further action is needed.

Before the domain expires, Sophia receives another email from the provider requesting she review the website tied to her domain. Upon receiving and reviewing an abuse report for recent activity on the website, the provider had determined that the website had been compromised and someone else was using it for abusive purposes. While she is extremely close to finishing the very special project, Sophia's work relies on the domain and related services to remain active the entire time. Otherwise, the project cannot succeed.

Does Sophia contact the provider to address the abuse report or just ignore it and hope it resolves itself while she focuses on her actual work? What would you do? I see advocacy for Option B, ignore the report and hope it goes away. If you'd like to speak to why you would do so, please put your hand up. Anybody? Who wants to contact the provider to ask them about the report? Yes, Nico.

NICOLAS CABALLERO

Option A, for sure. Because I want to know what's going on there, what the problem is, what kind of abuse.

SARAH WYLD

Yeah, I would do the same thing. If somebody's using my stuff to do bad things, that's not okay. I would contact my provider to fix it. Yeah, this domain name is indeed a Pandora's box, I see in the chat. I see more advocacy for Option A. Is anybody too busy for this kind of thing? Want to just go with option B, ignore it and hope it goes away? You could talk about why. I don't see anybody. Excellent. Good choices. Good life choices here, people.

All right. Let's have our poll up. I see in the chat, "I need to understand the situation and maybe can find a solution". Yes, one of the things that the provider could do is help to Sophia to clean up whatever's wrong on that domain. If it was like a WordPress that had something put into it, they could help her remove that, right? So, contacting the provider is probably the best way to go here, but I shouldn't advocate for anything because this is your story to tell.

All right. We've had enough time with the poll. Let's see our results, please. We are going to contact the provider about the abuse report. Thank you very much. So, let's move to step 24. Thank you, Zoe.

We win. Sophia contacts the provider to ask about the abuse report and they are able to work with her to understand how the domain was compromised and get everything sorted out and back to normal. While they're talking, the support team is able to ensure that Sophia's domain is set to expire instead of automatically renewing it for another year.

Congratulations. That is the end of the game. We have played all the paths. We have told the whole story. We have learned about

the life of a domain name from registration to renewal and other things that can happen while people continue to own a domain name. Thank you all for playing and for choosing our path together, for telling this story with me. Do we have thoughts? Have we learned? What have we learned? I think we've learned not to ignore our emails.

NICOLAS CABALLERO

Thank you very much, Sarah, Owen. Before I open the floor for comments or questions, one thing comes to my mind at this point from a GAC point of view. Try explaining this to your minister in 10 minutes. Good luck. Good luck. But anyways, the floor is open. Thoughts, comments, any questions?

SARAH WYLD

If you want me to come play this game with your teams, I will do that.

NICOLAS CABALLERO

We have Japan. Go ahead, please.

MINA OGIHARA

This is Mina Ogihara from Japan. The previous slide said if Sophia registered a fake email address and failed to respond to the verification email, all the service will stop 15 days later. Does it mean that if Sophia uses the domain name only 15 days and throws

it away, she can use it with a fake email address without any problems?

SARAH WYLD

Maybe. So, the question was if she provides the fake data, can she use the domain for that 15-day verification period? The domain will not be suspended due to incomplete verification until the end of that period, but the registrar might have other processes in place that could also take effect here.

So often, they would be able to notice that an email address maybe looks weird, or maybe there are other indicators of problems in her account. It is possible, and that's a thing. She could use the domain for that short period of time and then stop using it instead of completing the verification.

And before we go to the next question, I will just mention to Thiago's question in the chat, yes, the slides will be shared, but not immediately because we're playing this game again on Wednesday in the outreach session, and I don't want to spoil it for everybody. So, after that, then they'll be shared.

NICOLAS CABALLERO

Thank you. Thank you again, Sarah. The floor is still open. I don't see any hand online. Any questions, comments, thoughts in the room? We still have eight minutes. Canada, please go ahead.

DAVID BEDARD

Thanks, Nico. This is David Bedard from Canada. This was a lot of fun. I learned a lot. I do think folks should take you up on your offer to deliver this sort of in person or for anybody who might have questions. There's lots of us who participate in the GAC, but don't have direct experience in registering domains, so this was great. Thanks a lot, guys.

NICOLAS CABALLERO

Thank you, Canada. The floor is still open. Keep in mind, you have three questions on the screen. What did we learn? Did we leave out any important domain events? There are many different possibilities. There are many different options and things. What happened that was unexpected or new info for you? Sarah, please go ahead.

SARAH WYLD

Thank you. I see the question in the chat from Armenia. It's important to check if the emails we receive are fake or not and which are the tools to do it. As a registrar, this is a concern. At my business, we have resellers and the resellers sell domains to customers. And so, sometimes a customer sees an email that says Tucows on it and they don't know who Tucows is, and then they think it's fake.

Or sometimes the email that comes with the reseller's branding on it, just because of how it's set up in their account in our system, just kind of looks weird or looks different than most of the other emails that the reseller sends from their own system. And again, it just

kind of looks weird. Like we do in other aspects of our email life, we can look at what the sender is to see if it's real. We can contact through a different method the person that sent us the email.

So, that's something that we saw earlier in the chat or in the conversation. Sophia contacted the provider to ask if the UDRP was real and that's why is because she wasn't sure if it was correct. I see, how can you contact me? You're just going to contact the Registrar Stakeholder Group and we will put you in touch so you can talk to Nico and he'll get us connected.

NICOLAS CABALLERO

Absolutely. Thank you again, Sarah. I have Colombia, the UPU, and then the UK. Colombia, please go ahead.

THIAGO DAL TOE

Thank you, Nico, Tiago for the record. Sarah, I really don't understand how the resellers work. For example, let's go through the journey that I do have a domain and I've been contacted and I have a domain with a registrar. Does the registrar facilitate the selling or there are specific resellers that I have to contact and agree with this third party in order for us to do the exchange of money and administration rights? How does that work? Thank you so much.

SARAH WYLD

Thank you. So, we have a reseller that's a big web shop business. And so, if you want to set up an online store, you're going to go to

Shopify and set up a store with them. And part of that is buying a domain name. And so, you know that you have a relationship with Shopify and what you might know or might not know is that Shopify is not ICANN accredited. And instead, they work with Tucows.

And so, you fill out a form on the Shopify website that sends that data, some of it to Tucows, who registers the domain and puts it in Shopify's account and then you can use it. Contrasted with Namecheap, where you just go to the Namecheap website and buy the domain directly. Does that help?

NICOLAS CABALLERO

Thank you. UPU?

TRACY HACKSHAW

Hi, thank you. Tracy Hackshaw for the record. So, the question I have relates to high-volume registrars. So, registrars who do lots of registrations, right? So, if a domain is similar to, let's say, a major company, so whatever it is, someone is a bad actor, they are looking for a similar domain they are using Surly, Carrot, whatever they're doing, but they're a legitimate company or they set up a company, everything is good.

Is there any step within the process that when the high-volume registrars, not the ones who are doing active some registrars do active checking, but there's some high-volume registrars in the industry who just let things go through, right? Immediately, I would imagine. Once you email, it's fine, they get payment, you have a

domain. So, if there's, let's say, Bank of America, and there's some adjustment to the name, character-wise or something, you're not checking. Is there any flag that comes up in the registrar facility that this could be a potential DNS Abuse situation?

SARAH WYLD

Sure, yeah, different registrars have different processes to deal with situations where recognized terms are in domains that could be problematic. I used to work at a different registrar and we just blocked the word Microsoft from the registration form because we knew that there is no way Microsoft is going to buy their domain from us, right? But sometimes it's Microsoft with a zero instead of an O, so how do you protect against that?

There are processes in place that registrars use both proactively before the domain can be registered and looking through registrations that have completed to make sure that there's none that match those threat indicators. So, there are many different processes that I cannot detail for both security reasons and because it's not really my purview at work, so I don't have all the details all the time.

And there could be legitimate reasons why a similar or matching word could be in a domain, right? So, I might buy a domain that's I love my centra.com and then Nissan could be like, but Centra is my brand and I'm like, but I love my Centra and I want to talk about it everywhere. So, that seems, I think, to be a legitimate use. I don't know why that's the first brand I thought of, but there we are.

NICOLAS CABALLERO

Thank you so much. We have two minutes and two questions. I have the Dominican Republic and then the UK. Please go ahead, Amparo.

AMPARO ARANGO

Thank you. I'm going to speak in Spanish, Amparo Arango from Dominican Republic. Thank you, Sarah, for this excellent presentation. What a great game. This has been so practical, hands-on. And I believe it's a wonderful way of promoting and communicating this topic, especially in academia, and especially to bring the younger generations on board especially regarding dispute resolution. I liked it a lot. It would be great it to use it and replicate it elsewhere and get the younger generations involved so that they follow the right steps. Thank you.

SARAH WYLD

Thank you. I appreciate that so much. And yeah, as we mentioned, I can offer this to your group if you-- Sorry, no. Yeah, that's fine.

AMAPARO ARANGO

Sorry, I called you Sarah.

SARAH WYLD

Yeah, yeah. You're good. Yes. Happy to offer this to your group if you want, or you can do it yourself. The slides will be put into where

GAC slides go. And you can see when you just click the link and it takes you to the next step.

NICOLAS CABALLERO

Thank you, Dominican Republic. UK, you have the last question of the session.

NIGEL HICKSON

I'll be very quick. Nigel Hickson, UK GAC. Thank you very much, Sarah and Owen. Resellers, I had the pleasure over the last two or three summers to go to resellers conferences, which I find very different from ICANN as I'm sure people do when they go to them.

Last year, there were quite a few vendors selling AI-based registration tools. And they demonstrated during the course of the session on how they could register literally hundreds of names if they had the right information. All it entailed is someone in the audience or coming up to them and saying, well I run a bricklayers or I run this and I do this, and they generated a domain. And it just seems such a such a volume-based process. I just wondered on the security implications of that. Thanks.

SARAH WYLD

Thank you. Yeah. Definitely, that's a topic of discussion. I don't think that there's a lot to show us that a larger volume is necessarily an indicator of a problem because it could also be an academic institution that's registering a whole bunch of domains for a new campus they're opening up, right? There's reasons why you might

want to register many domains at a time. Sometimes it's legitimate, sometimes it's not. So, the provider needs to look at all the different aspects of the situation to see if it's a problem or not. But thank you for asking.

NICOLAS CABALLERO

Thank you very much, Sarah, Owen, and Ashley. I remember we started talking about this like two years ago, at least. Puerto Rico? Was it Puerto Rico or Hamburg? Anyways, thank you so much to the Registrar Stakeholder Group. Greatly appreciated. Fantastic. Let's give a big round of applause to Sarah and Owen. Thank you so very much.

So, with that, we're closing this session. And at this point, let me call Nigel, our distinguished Vice Chair from the UK, who's going to walk us through the next session, which is the GAC Preparation for GAC discussion on New gTLD Program Next Round. Or you prefer to do it from your place. So again, thank you, Sarah. Thank you, Owen.

So please stay in the room. As I said before, we're going to have the GAC prep session for discussion on Next Round. This is going to be a very short session running for only 30 minutes or so. And we will have an introduction from our distinguished Vice Chair from the UK, Mr. Nigel Hickson. All yours, Nigel.

NIGEL HICKSON

Yes, thank you very much. And no one is allowed to go to lunch until the end of this session. And I was just about to because I've

completely forgotten. And then I thought, yes, what are we doing now? Yeah. Anyway, so this afternoon, we've got a plenary session on new gTLDs. And as usual, we'll be up against the clock this afternoon. And we want to make it very efficient. And we want to make it low. And to an extent that depends on your interaction.

We've reached the stage in the New gTLD Program now where I think we really do need reactions from the GAC members across a wide variety of issues. Many of us have been doing a lot of work on the New gTLD Program, as I'll explain this afternoon.

So, if we could have the next slide. So, this is the agenda for the afternoon session. So, we're going to have an update on the implementation review. So, this is the work that's been going on to write the Applicant Guidebook. As you know, some parts of the Applicant Guidebook have already gone out to public consultation. Others will. And there's an expectation that the full Applicant Guidebook will go out for public consultation towards the end of the year. And this is important because this triggers a whole lot of events, as we were mentioning yesterday.

This afternoon, we'll also discuss the applicant support update. We'll have an applicant support update. Kristy Buckley, who was with us yesterday afternoon in the Capacity Development session, will come along and give us a sort of live update of where we were. And then there will be a GAC decisions and questions. And then finally, we have a GAC Topics of Interest on New gTLDs. And this is going to pick up a number of sort of issues from the Applicant Guidebook language.

So, you all know, because we've mentioned this before, that various parts of the Applicant Guidebook, various chapters, think of it as a big novel and certain chapters have already gone out for consultation. And GAC has responded on some of these and has now got, in this current round, I think has got till the beginning of April to respond to the requirements to consult. And we'll be touching on a couple of things this afternoon in the session.

Early warnings and GAC Advice. Now, this is Early Warnings and GAC Advice is something we've briefly touched on before, but we'll go through it in slightly more detail. Although there will be Capacity Development sessions and forthcoming ICANN meetings, of course, or GAC meetings to go through this in more detail.

Application fee, this is out to public consultation. 227 I hear on the floor. That's the cost at the moment that's in the Applicant Guidebook. Perhaps you don't like the figure seven. What about 226? So, yeah, and this is obviously very important. And application fees doesn't cover just fees. It also covers different multipliers. It covers refunds. And we'll touch on that a bit more this afternoon.

New gTLD Program, the next two items, Next Round Privacy Policy and the Legal Compliance issues were issues brought up or were topics brought up by our Russian colleagues at the last meeting. And they would like to discuss these in a bit more detail. And so, they're on the agenda. But this session now gives you the opportunity also to raise any other topics that are in the current applicant guidebook language that you would also like discussing

this afternoon. So, if you tell us you would like a particular aspect on PICS or RVCs discussed, then that's great. We can prepare it over lunch and we can discuss it this afternoon. So, that's the way it's going to work. So, any questions so far? That's what I would ask you. I see Thiago is the new boss here.

THIAGO DAL TOE

Marco, you have the floor.

NIGEL HICKSON

Sorry, Marco. I'm useless at looking at anything.

MARCO HOGEWONING

Thank you, Nigel. For the record, it's Marco speaking for the Netherlands. I wonder if you as a topic lead have any indication from the IRT team whether they are looking for specific inputs from the GAC on a certain topic? In other words, have they have any questions to us? I'm sure we have an opinion about some of these topics, but I wonder if the IRT team is seeking specific feedback.

NIGEL HICKSON

That's a very good question, Nico, and we can ask them that this afternoon. They are putting out there's a whole range of topics that are going out for consultation. This is a slide we'll cover this afternoon. So, the organisation has published the following sections of the reports. I've highlighted a few that we might discuss in a bit more detail this afternoon, but I'm sure the IRT folks or

ICANN org would say that they're interested in anything really in those topics.

And this isn't, of course, the whole community, the whole ICANN community will be having similar discussions to us on this. And there's been a lot of debate on a whole range of these issues, not just the application fees, but name collisions, and we'll touch on that, contention set resolution, etc. But if there's anything that as I said in going back to my earlier slide, if there's anything that you feel that you want to discuss this afternoon, then please let us know. Any questions?

NICOLAS CABALLERO

Thank you so much for that, Nigel. I don't see any hands in the chat room or in the room, as a matter of fact, which means that everything is clear, crystal clear for everyone. I would humbly recommend preparing two or three important questions that you might find appropriate to ask, especially regarding like early warnings and application fees and legal compliance, for example. That's a complicated thing. I'm not a lawyer, of course, and that's why it seems even more complicated to me. But it would be interesting to have two or three pre-arranged questions, so to say. I have Switzerland.

JORGE CANCIO

Thank you, Nico. Jorge Cancio, Switzerland, for the record. And thank you, Nigel, for leading on this topic. I was just wondering, because as a matter of fact, the IRT, if my understanding is correct,

they are trying to implement what was decided at the level of policy into an Applicant Guidebook. So, it's not so much about the substance. It's more a question of transforming the policy language into Applicant Guidebook language.

So, having or bearing that in mind, and that question, discussion on substance is not so much what we are at at the moment. I was wondering whether maybe we should be discussing during the session how the GAC will start preparing for the coming round. Because in one year's time, we will have the many, many applications. Maybe we have to react in terms of early warning of consensus advice, etc. Maybe it would be good to have a dummy's guide on the handbook, because the Applicant Guidebook will probably be 400 pages, I think. I don't think we are very looking forward to reading that and know it by heart.

Maybe it would be good to have some plans to prepare something that we discussed some meetings ago of having this kind of a GAC guidebook or a GAC version of what is the most important things. And as our super support staff is always very busy, maybe it's a good idea to plan ahead to distribute this preparation work along the next months. So, I just wanted to suggest that in case it's useful. Thank you.

NICOLAS CABALLERO

Thank you so much for that, Switzerland. I wholeheartedly agree with you. And as a matter of fact, that would be a perfect topic for the chair and vice chairs retreat in Brussels next month, as a matter

of fact. So, thank you again for the heads up, Switzerland. I have Australia next.

INGRAM NIBLOCK

Hi, Ingram Niblock for Australia. I was just wondering if you could just confirm who will be at the next session, just in terms of to tailor our questions to the right audience. I can see Nigel and Kristy Buckley mentioned on the slide, but I was just wondering is the rest of the IRT team or part of the IRT team, or is it just, are we asking questions of Nigel basically?

NIGEL HICKSON

It's a bit disadvantaged asking questions of me. No, we'll have some of the ICANN org that are running the IRT process, not the whole IRT team, but yeah, it is an ideal opportunity to ask questions. And just going back to the comments that Jorge made, or the contribution that Jorge made, which I think is very valuable indeed.

For a couple of meetings, we've talked about this concept of, if you like having a summary, we all love summaries, don't we? If we're passed a big manual and we really just want to know how to start the car, it's nice to have a summary that says page one this one doesn't have a key, so don't worry. So, we've talked about the need for summary, we've talked about the need for a roadmap showing us the critical times and that could be integrated, but what are your thoughts on this? Do you want summaries? Do you want us to do more work on this? Do you want Nico and colleagues to discuss

this further in the leadership team and work with ICANN org and work with our own support staff to create something?

Because this is a lot of work. A lot of us feel that this is going to be of critical use, because some of us were around in 2012 and saw the problems, well, in 2011, saw the problems. I don't know who was at the Brussels emergency GAC meeting in 2011. Well, that was fun, I was there, I was a bit younger then, well, not much younger. But yeah, so let's have a hands up, who would like a summary and a roadmap? Who would find it useful? A summary of the applicant process and things. Hands up, if anyone would find it useful at all. Yeah, hands going up. Who thinks it will be a waste of time? Be honest.

Really what we're trying to do here, we know everyone is exceptionally busy in the GAC, and we're not trying to-- We can't, if you like, predict what's going to happen or what the reactions are in your own country, but if we take 2012, for example, a lot of people had never heard of domain names or top-level domain names or country or generic. Generic is such an odd word that no one took much notice. And then all of a sudden, there were various disputes on particular names.

Some of these made the front pages of newspapers, etc. And there was talk in countries and people, officials like us got dragged into their minister's office and says, what's all this about? Why are we agreeing to all these new names? This is most odd. Why should we agree to some of these names? So, this is why we're trying to

prepare the ground so that you have the information and the other evidence there.

NICOLAS CABALLERO

Thank you for that, UK. Indeed, the idea is to avoid any kind of unpleasant surprises, especially whenever you have to give a report to your ministries. I have Switzerland and the Netherlands. Go ahead, please, Jorge.

JORGE CANCIO

Thank you. Jorge Cancio, Switzerland, for the record. So, I'm happy that this idea is finding support. Just to note, a summary is perhaps not the absolutely right description of what we need. If you look at the Applicant Guidebook, probably of the 400 pages relevant to governments, we will have like 100 or so. The rest is very relevant to applicants, which, of course, if anyone here in the room wants to apply for a TLD or his or her government, it's relevant to them.

But I think it would be great that the summary of the GAC Handbook really focuses on the matters of interest to the governments, such as early warnings, such as consensus advice, such as other possibilities of intervention along the applicant process, application process, the question of PICS or how they are called now, Registry Voluntary Commitments, RVCs, what limitations they have, that we really concentrate on such issues, so that it's really a useful guide and not just a 50 pages version of a 400 pages document. Thank you.

NICOLAS CABALLERO

Thank you so much again, Switzerland. I fully agree with you. For sure, that's going to be a topic for our Brussels chair, vice chair's retreat. Thank you again for that. I have Netherlands next.

MARCO HEGEWONING

Thank you, Mr. Chairman. It's Marco again speaking for the Netherlands for the record. No, I wholeheartedly support the ideas just voiced by our colleague from Switzerland in trying to build some more lightweight guidance for us GAC on how to handle the early warning process and then how to interact with individual applications.

To that point, I found that from the original 2012 round, all the early warnings are still online. And I found that a particularly interesting journey to reach some of them and maybe an idea also for us as GAC members to maybe talk to some of the countries who filed them, but also create a more mutual understanding of what the reasons are for filing early warnings.

We're bound to find if it's 1500 requests, probably we all have our doubts with one or two of them. And I kind of wonder if it's worth trying to figure out what would the trigger be for early warnings, what would triggers be for GAC advice. And of course we can't predict it, but I think looking back at 2012, there are some key points that we can learn from together and see how successful, for instance, certain warnings were.

NICOLAS CABALLERO

Thank you so much, Netherlands. I have the European Commission next.

GEMMA CAROLILLO

Thank you very much, Nico. This is Gemma Carolillo for the European Commission. I won't repeat what the colleague said, but definitely support the idea of this process. I have just one small question. I don't see on the agenda among the topics of interest, the topic just mentioned by Jorge, the PICs and RVCs. Nigel gave us an update during the Capacity Development session. Just wanted to flag interest because the GAC has been active on this matter, participating to the public comment. So, if there is no time to go deeper on that today, perhaps in the course of one of the next occasions. Thank you very much.

NICOLAS CABALLERO

Thank you. That's indeed an important point. Good catch up. Thank you, Gemma, for that. We'll make sure to include it among the agenda topics to discuss. Any other questions or comments? I think we're ready for that very interesting session. Early warnings, privacy policy, Legal Compliance, and PICs and RVCs are going to be part of the discussion for sure. Any final thoughts before we wrap up? Nigel?

NIGEL HICKSON

Thank you very much. This has been very useful indeed. There's a lot to cover and it's an ongoing process. Unfortunately, our colleague Arida from Canada is not with us. She's been doing the bulk of the work in the IRT meetings. And sometimes, as I said before, there's been two or three meetings a week at various unsociable hours. But unfortunately, she's not here. So, we'll discuss it this afternoon and we'll certainly add RVCs and PICs to that list because it is very important indeed. Thank you very much.

NICOLAS CABALLERO

Thank you, Nigel. So, before we wrap up a very quick-- Tracy, did you want to?

NIGEL HICKSON

I should have referenced Tracy Hackshaw more earlier, actually, because he'll be also talking this afternoon about the applicant support.

NICOLAS CABALLERO

So, Tracy, would you like to mention anything in that regard?

TRACY HACKSHAW

So, in terms of the process of applicant support that we've been seeing, we've noticed a lot of what I would call initiated applications. That's the word. But very few applications are moving through the system. And I think we are coming to a point where we need to process where we are and what next we can do, because it does seem that we're coming up close to the point where

what do we do next. Is it that when you get to the numeric point, as we call it, 20, we haven't reached there yet, but it may come too late, that 20 point.

So now that we're getting close to the end, well, it's not close to the end, but it's halfway between now and the end of applicant support. Do we need to do something to ensure that we get more into the pipeline and get it out of the pipeline and understand why they're not coming out of the pipeline? Because if there are 30 orders, whatever the number is, that are in the pipeline and there's not enough information as to who is in the pipeline, just regional information, not more than that. Why is it only one may have come out thus far? Is it a language issue? What exactly is going on? I think that needs to be teased out a little more early so that we don't have a problem later on. Thanks.

NICOLAS CABALLERO

Thank you very much, UPU, for that. Well noted. So again, we need to wrap up now. A very quick housekeeping remark is that we'll have a lunch break now for 75 minutes. We have to be here at 13:15 for the session about the New gTLD Program Next Round. Then we'll have a coffee break and right after that, the meeting with the GNSO and then right after that, the GAC meeting with the SSAC. So, enjoy your lunch. Please come back at 13:15. Thank you so much.

[END OF TRANSCRIPTION]