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LONDON – New gTLD Registry Operator Engagement  
Wednesday, June 25, 2014 – 15:30 to 16:30  
ICANN – London, England

KRISTA PAPAC:

Good afternoon, everybody. We're going to go ahead and get started. Thank you, everybody, for joining us this afternoon for the New gTLD Registry Operator Engagement discussion. My name is Krista Papac and I'm the director of Registry Services. Here's the agenda for this afternoon session. Basically, essentially, this session is to explain to you guys, especially new registries operators and those of you that are about to become new registry operators, what the Registry Services team is, how we support you and how you can get the support you need from us.

Before we go into who we are and how we do that, I thought I would take a couple minutes just to show you a little bit about – or talk to you a little bit about – how the namespace is evolving. Prior to July of last year, this is what the previous namespace looked like. Here you see the number of gTLD registries that were under contract, basically at this same time last year, which is 22. Things are changing a little bit.

If you look at this slide, you'll notice that the dark blue dots represent the registries that we had contracted with as of this time last year; the turquoise dots or the lighter blue dots represent the number of new registries that have contracted since then; and the gray dots represent the estimated number that we expect to see in the future here. Also, just as a point or piece of information, sorry, this shows a total of 462 contracts currently signed with ICANN for registries. Of those 462, approximately 300 have been delegated so far.

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

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This slide here is the same numbers, just created to sort of depict what the scale of it looks like over time. Again, you'll notice to the bottom left of the screen the number of registries that we had prior to July of last year, and then what that scale looks like over time until this present date and time, and then how that's going to scale up over the next 12 to 24 months.

The question here is how do we scale as a team to support you guys, and what are the things we need to do, and how do we engage with one another so that we can help to support that scale, both on the services that we deliver, but also on the engagement and the relationship side of things.

Just as a point to make sure everybody understands the numbers, again, these show you [audio break] we're not just scaling the number of registries, we're also scaling the geographic distribution of registries. Again, prior to July of last year, there were 22 executed agreements across three different regions of the world. Now we have 462 across seven different regions of the world. This also is a driver for us to find ways to scale to meet not just the growth, but also the distribution.

The Registry Services team – and I know a lot of you have been to a number of the sessions we've had over the last meeting or two, but we wanted to just talk about the team a little bit and the things that we're doing from a team-building perspective to support this growth and scale.

Over the last 12 months we have more than doubled the size of the team. We have gone from having a team that's just located in Los Angeles to one where we have members in each of the three hubs. We

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also have one remaining position that we're just about to fill in Singapore, which should balance out the team and make sure that we have what we think is the right amount of support to support the scale over the coming months.

The other piece I wanted to point out, which we haven't depicted in this slide before, is that at the foundational level we have an operations team that we've been building – we being ICANN, or the global domains division. We have an operations team that we've been building and putting in place to provide support as well. The team that you see in the boxes – the Registry Services team – is your relationship and engagement team.

This operations team is there to support repeatable processes and to help make things more efficient and to scale them so that they work quicker, faster, and more lean. While you've got your engagement team here to help you understand how things work and how you interact with ICANN and to help you address the more complicated questions. Things like that.

The Registry Services team, just to bucket what our core responsibilities are, we're responsible for engagement and relationship management of the registries. We're responsible for the services that are available to registry operators – we'll talk a little bit later in the presentation about what those services are. We're responsible for implementation of policy, consensus policy, that is either solely or largely related to registries.

On the engagement and relationship management side of things, it's really about customer focus. The goal of this is to build this sustainable

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foundation that strengthens the relationships that we have with some of you and also grows those relationships, but also helps to establish new relationships with a lot of the new entrants into the marketplace.

What does that mean? What is engagement and relationship management to ICANN or to the Registry Services team? We basically break it down and look at this as three different core things.

The first one is listening. Are we understanding you? Are we hearing your concerns? How do we act on what we've heard? The next part of that is continually improving. We hear things that people are struggling with or we hear things that are working well. How do we continue to improve things and make your experiences better?

Finally, how do we communicate back to you? Once we've addressed something or found a way to make something work better, we have to inform you of what that is and how you can go find the better experience or utilize the better experience.

Just to give a few examples of things that we've done or we're doing, on the listening side –we created right after this session, so plug for it – there's a GDD Portal user workshop. We know that the portal is far from ideal at this point, and we are building it and scaling it to better support you. But we really want to hear what you think would be better, the things that you need in there, how your user experience could be better. We created a user workshop at this ICANN meeting, which is just after this session, and I would encourage everybody to come.

We're also in the process of creating a users' group. We're collecting feedback in the workshop today, but we need an ongoing feedback

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mechanism. Having a users' workgroup that a few of you that are willing to participate will help to continue to keep us informed on ways to improve the portal or make your experience better.

To give an example of some of the things that we're doing or have done to improve, we took a look at team structure and we've been hiring globally. We are currently reviewing what that structure looks like globally and how we can enhance support to the registries who are accounts or customers. We're operationalizing services, which I mentioned earlier. We're taking the services that we have in existence and we're working with the operations team, that foundational piece, to make those processes more efficient, to streamline them and to have them operate more like an engine instead of being managed by individuals.

Finally, some of the things that we're doing to communicate. For this year we're planning what we're calling a registry roadshow. We're going to have three of them – one in or around the three hub offices. So one in the Americas, one in Europe and one in the Asia-Pacific region.

The purpose of the roadshow is to provide education on what ongoing operations look like for new registries; what are the things in your contract that you need to make sure you're aware of and what you're doing; how do you interact with compliance; and what are the things that are coming down the pipe from ICANN to help support you. The roadshow will be an interactive session, or like a workshop, where we can work with you to help you understand these things.

Another example of communication is the gTLD Registry Operator Welcome Kit. Those of you who have contracts with ICANN will have

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received what we call the first draft, or first iteration of it, which really talks about startup and onBoarding. How you get from signing your contract to ICANN to that ongoing operations phase. The next iteration actually includes ongoing operations – what are the things that you need to do, how frequently do you do them, when are your reports due, that type of stuff. It's really meant to be a guide to help you understand these things. Not in the contract sense, but in the business or operational sense.

We talk about services and these are the services that are available to registry operators. There's two slides on this, the slides will be posted online so you can download them yourself. I won't go through every one, but I'll just highlight a couple of examples. We call them services in an effort to take our industry and the things that we do and make them align with normal or regular companies. They're like products and services. Our engagement with you and the things that we do to support you oftentimes are a little bit like a service or product in a normal company.

Some examples are contracting, onBoarding, establishing your launch programs. Once you're contracted with us, there's quite a bit of registry agreement administration that occurs. You guys need to make changes to different things in your contract. People assign their registry to a different entity, etc.

There's of course the RSEP Process and the RSTEP Process and some other emergency and crisis management services and reporting. Lastly, there are some shared services. These are services that are oftentimes used by both registries and registrars.

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The process for providing services, how do we service you? When I say we, I mean the bigger ICANN, but I want to also point out the area where Registry Services is involved. If the registry operator needs help, they submit their request to ICANN. This typically comes through the GDD Portal, then ICANN receives it and determines the best course of action. That course of action can sometimes be resolved by the customer support team, so something simple like what day are invoices sent out on or what's the mailing address for ICANN – things that are easily answered by the customer support team, they will just address themselves.

If they are something that is related to a specific topic – I have a question about the URS, or I have a question about the trademark clearing house or my TMDb token – that will be directed to the subject matter expert on that topic.

Lastly, if you've got something that is more on the relational side of things – for instance, "I'm thinking of doing this transaction with my company. We want to assign the registry to a subsidiary entity, but we're not sure if we're going to do it down path A or path B." Those would really get referred to a Registry Services team member in the region that you're in to really work with you and help you understand what your options are so that you can come back to ICANN and request that transaction.

I know there's been a lot of discussion about account managers and how does the Registry Services team best support you guys. Is that through an account manager or some other type of structure? As I mentioned earlier, we're looking at that very closely and trying to

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determine what's the best path for that. This slide could definitely change. It is depicting what's your escalation path right now.

If you've got something you need, you submit it through the Customer Portal (which is either logging in and submitting a work item or e-mailing [customerservice@ICANN.org](mailto:customerservice@ICANN.org)), that request will follow the path that I just described. It'll go through the Customer Support Center (CSC), they'll pass it on to the subject matter expert that can assist you then they'll work with you to get that resolved.

If you feel like you're not getting what you need or you're confused about where you're supposed to go to follow up on something you can reach out to me. If you're not getting what you need from me, you can certainly escalate it to my boss who I think you all know, which is Cyrus. Once the account management how do we do that is figured out, we would provide you with an updated version of what an escalation path looks like.

Where do you do these things? Where do you make your requests at? Many of you've seen this, but just in case you haven't, there are currently two portals. There's the new gTLD Customer Portal and then there is the GDD Portal. This is really just meant to be a bit of a "how-to" guide to show you when you're trying to do certain types of things where you do those or where you submit those requests.

Finally, the third bucket, which is policy implementation. Implementation, consensus policy makes its way through the GNSO and gets approved by the Board and the Board typically tells us to go implement the consensus policy. If it is largely related to registries, it would come to the registry team.



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Some of you might have heard Akram talk about this a little bit the other day in the what's up or what's new with the GDD session – implementing the policy. We implement the policy through the contracts that we have with contracted parties and through the services that we provide to contracted parties – like some of the things that you saw me talk about a little bit earlier.

The process for us includes things like issuing requests for proposals and contracting with third-parties to provide services. For instance, the dispute resolution procedures, we're in the process of putting a standing panel in place for PICDRP. Going through that process of finding those candidates and then contracting them is all handled by the registry team; developing the tools and capabilities, both internally and externally, to support the implementations that are required. Then, of course, vendor engagement – just keeping that relationship alive and healthy with the vendors that we have to help provide all of these things.

Just to give you a few examples of the policy implementation projects that we currently have going on: the first one kicked off a couple of months ago and the working team just had its first session here in London, is the Thick Whois Implementation Policy. The second one that just got approved, just that recently, we haven't actually done the call for volunteers for the implementation review team, the community team that will work with the ICANN team, but is the INGO implementation.

With that, I would like to open it up for questions.

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UNIDENTIFIED FEMALE: There is one question from Adobe Connect. This is from Paul. The question is: “Do existing registries have the same services and support from the same team or are existing TLDs contracting parties addressed separately?”

KRISTA PAPAC: Thanks for the question, Paul. I should have mentioned this earlier. The short answer is yes, absolutely. This is for all gTLD registries. The numbers I depicted were cumulative in that they also included the TLDs from previous rounds – the 22 from the previous rounds. Yes, absolutely all of this applies across-the-Board to registries that were existing as of July of last year and those that are here today and those that are coming tomorrow.

UNIDENTIFIED FEMALE: Hi. A couple of slides ago you said that there’s a new process for when requests come through the customer service portal, it was a 1-2-3 thing. I would like to respectfully request that an acknowledgment of the request and a note of where it is in the lineup also be sent. Because sometimes I don’t get a response, so I don’t know if someone’s actually read it and they’re just trying to figure out how to answer it or who can answer it or if it just hasn’t been received. That would be helpful.

KRISTA PAPAC: Thanks for that, [inaudible]. First of all, it’s not a new process. It’s more, from my perspective – and the longer I’m on-staff, the more I forget about being on the other side. But from my perspective, I don’t think it’s always clear who’s answering these things and I know we’ve talked

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about the different things we're doing as a company to address that. It already travels through this path. It goes through the CSC and if they can handle it, great, if not, the next person, and the next person.

I know that this is one of the things that was mentioned in the letter that the registries and the NTAG sent to us and it's on the list of items that we're going to come back to you guys on.

[audio break]

... behind the scenes, but we haven't had the opportunity until now to communicate to you guys, but it affirms with us that we're on the right path. A lot of what we're already doing you guys are saying back to us, so it's really a matter of improving that communication and giving us a little bit of opportunity to respond to some of that as well and keep building things out – you saw the scale – drive to meet that scale.

UNIDENTIFIED FEMALE: Thanks, I do appreciate that you gave us the 1-2-3 steps. It's nice to know that that's what's going on. I also appreciate the sticky notes. It's very [Fadi] of you guys, but it is also helpful.

KRISTA PAPAC: Thanks for that.

BRET FAUSETT: Thanks. Bret Fausett with the Uniregistry. A couple of points, and maybe they're more like in the category of wish lists. The GDD Portal is an improvement over the Customer Service Portal, so thank you for that.

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My wishes have to do with the old Customer Service Portal. [When we] had 54 applications, we've literally got hundreds of tickets in the Customer Service Portal. When the Intent to Auctions come up that generates 30 tickets immediately and sometimes it feels a bit overwhelming.

When I look through the portal from time-to-time, as we do compulsively to make sure we're up on stuff, some very old things are still marked as pending. I can't mark them as closed. It would be nice to be able to take the old stuff and archive it so I don't have to see it anymore, so that I know that that's behind me. In the pages up on pages it sometimes gets overwhelming and I always have the fear in the back of my mind that there's something that's important that's buried in those hundreds of pages that I haven't responded to. That would be a nice thing to be able to reduce the clutter and be able to focus more carefully on the things right there.

The other wish is that when ICANN opens up a ticket, is that it could use the string name. When I think of my applications, I don't think that my application is 1-845-12345 – I think that's the application for .video or .sexy or something. It's more helpful to me to see the string name than to see the application number.

KRISTA PAPAC:

Bret, thank you for that. The first one is more of a functionality request, which I'm looking at the team and their nodding, so we're capturing that from the functionality perspective.

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Your second request is a process request. Again, I'll take that back to the team. We understand it makes sense from a portfolio user's perspective especially. That's why this communication is helpful, because we're not having your experience. We're having a different experience. We want to continue to keep this open so we can hear these things and continue to improve, so thank you for the feedback.

ANDREW MERRIAM:

Hey, Krista, thanks for that. Andrew Merriam, Top Level Design. I want to specifically thank you for the escalation clarification that we can go to you when the GDD Portal isn't working. I think we all want the GDD Portal to work, but we're not there yet. It's good to know we can come to you. I'm guessing it's probably pretty helpful to smaller registries that maybe haven't personally met you before. I think that's important.

I just wanted to clarify the point of escalation. Just be mindful of your time as well. Do you think it's relevant to introduce us to your team, those eight people? I've actually personally met some of them before. I don't really know their roles or if I should be contacting them about specific issues rather than you.

Say I have an issue in the Portal and then I know that I can go to Wendy for something as opposed to you. It seems like what we were just told is that you will take that as the leader of the team and then perhaps delegate it to someone else. I just wanted to clarify that process because it seems like the NTAG and the RySG asked for account managers and the response we got from ICANN this week is, "Don't count on it." It doesn't seem like the account managers are coming our way.

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Again, to be mindful of you and your workload, is it the case that all escalation should be coming directly to you?

KRISTA PAPAC: Yes, thanks for the question, Andrew. There's actually a few things in there. I want to be clear – the escalation path is not about problems with the GDD Portal, it's about the big picture. The GDD Portal is like one piece of...

ANDREW MERRIAM: I'm not saying the actual functionality of the GDD Portal, I'm talking about issues that we're putting through the GDD Portal, actual complaints.

KRISTA PAPAC: Okay. Again, this is about the relationship team and how we engage with you, etc. If you guys heard we said, "Don't count on account management." That's not the right message. It's we're looking at it. We've been looking at it. There's been so many discussions on this. Everybody may not have heard this. If it's repetitive, I apologize.

The challenge we're having is, again, you saw the scale. What is the right number and what is the pace it's going to scale at? Our expectations, frankly, were different of the pace that it would be scaling at. It's going slower. It's important to get new people on Board, but we also need time to train them up and make sure they have the right tools. If we even knew exactly how many we needed, and let's say the

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number's 15, we can't employ 15 new people at one time. That's not scalable in and of itself.

At the bigger picture level, the account management, I'm working on a way to show you guys how we can provide it. If it's not account management, it's something else. How we can provide a middle level between myself and the CSC. That's coming. Again, I just am struggling with what that should look like. I want to talk to some of you – I've been talking to some of you about it.

I absolutely want to introduce you guys to the team members. I've been doing it this week. I'll take a minute for those that are here right now to maybe just point out who they are and please go meet them. We've had people at the booth this week so that people could come talk to them and meet them.

ANDREW MERRIAM:

As well as kind of a definition of their roles.

KRISTA PAPAC:

That's the other piece, so thank you. We literally just hired three new people in the last couple of months. We're hiring a fourth. I'm rearranging who does what because they wear two hats. They wear a services hat, so they're subject matter experts on products or services.

As an example, Dennis handles the URS and Anne is kind of the go-to person, along with Aysegul on contracts and all things contracts, so I'm rearranging the workload right now. Part of what I want to come back to you guys with is what is this account management or engagement

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thing look like on the relationship side of their roles, and on the subject matter expert side, who does what.

I'm getting very close to bridging that gap, but that's exactly what you're looking for is "who do I go to for what types of things when I'm stuck?"

ANDREW MERRIAM:

That sounds great. Especially since ICANN's wrestling with the idea of account managers. If your team's roles were defined in a really clear manner, that when we knew we were having a problem with the URS, for example, that we could go to – Dennis, you said? – and that was clearly communicated to us, and you were the escalation point from there if we ran into a wall with Dennis. I think that would, in effect, provide the account management we're looking for. I can't speak for the whole GDD, NTAG [inaudible] or anything like that, but that seems like a possible solution.

KRISTA PAPAC:

Absolutely. That's the goal. Again, we're pretty close to being there. I want to thank you for being appreciative of my time too, because I...

ANDREW MERRIAM:

I don't want to send you unnecessary e-mails. That doesn't help anyone.

KRISTA PAPAC:

Perfect. I am going to take a minute – sorry, team – for those of the team that are here, maybe just stand up. This is Aysegul Tekce, who is in



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the Istanbul office. This is Anne Yamashita, who works in the Los Angeles office. We have Dennis Chang who is also in the Los Angeles office. I'm wondering, is Han – ah! Han Chuan Lee from Singapore.

We don't have the whole team here, but we have the majority of the team here. Mert Saka is not here today, but he was here earlier this week. Some of you hopefully had a chance to meet Mert, who also works with Aysegul in Istanbul.

SOPHIA FENG:

Hello, I'm Sophia from KNET. Hi. Krista, we appreciate that you showed the structure of the GGD operation team. I think that's really the first time I've seen a clear picture of how the team's composed and who is responsible for what. I really appreciate Han Chuan's work also in APEC region. He is really a good outreach at the moment for the APEC region.

As a registry, also the registry [backend], we're not really satisfied with the GDD Portal performances or response time. For some critical issues, maybe to do them with contract or compliance and the response is sufficient. It's okay right now. But for some of the very simple issues that involve other teams within ICANN, that response time is always really lacking. I'm just wondering, will there be a mechanism or what kind of mechanism is within ICANN right now for the GDD Portal team to work with the other ICANN teams?

For example, if we want to change anything, or we want to change a document's Sunrise, then you need to contact someone to update this document on the website, but that takes three months. How does the

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mechanism work to coordinate each team and what is the SRA set up for the team response? That is the first question.

A second point would be if there's a ticket, what we experience right now is usually after we send the tickets, the GDD team will reply with something really formal saying, "We know this is a problem and we will have it forwarded to other team members." But then it doesn't have any follow-ups for maybe two to three weeks. So unless we add a comment to the same ticket again, then it seems like this communication channel's open to us again.

Would there be any mechanism, for example, for the GDD team to track where the ticket's going, to track who is responsible for what and give us a timely reply? I think that's also important that you have a ticket system with a more fluent way within ICANN. That would help a lot of the SLA time. Thank you.

KRISTA PAPAC:

Thanks, Sophia. Thanks for the comments and the questions. A couple things – as far as talking about the GDD portal and feedback about your user experience, and even the last bit about having a way to sort of track where things are at, those are all things I would put into the user requirements bucket. That is exactly what we want to do in the next session. We want to hear these types of things.

I'm going to point her out, Liane Champagne right here in the second row, she is the GDD Portal product manager. It's a technical product, so it's a different team. The things that my team is the product or services manager for is more about the registry specific things.

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Liane is the technical product manager of the GDD Portal. She's great. She's running the next session to hear all of those types of things and to get that feedback. I don't want to speak for her, but she'll go back and synthesize all that she hears today and figure out how we can make the tools address the concerns then come back and show you guys some of the ideas about how those things can work. That is the things related to the portal that you're talking about.

As far as SLAs go, again those are really managed by our operations team and I don't want to speak for them. I will sort of channel...

SOPHIA FENG: What's the difference between the operations team and this..?

KRISTA PAPAC: Let me show you. The operations team is this foundational team that as we take different things that we do – for instance, contracting is a good example. Contracting is designed by the registry team then implemented, then it was transitioned to the operations team. They operate the contract in process. Different things and different requests that come in – I'm sorry, the operations team is also in charge of the CSC. That reports up through the operations team. They really manage the queues of tickets and what have you.

As we continue to scale all of this stuff, more and more things get moved over because they're efficiency experts and they know how to make things work better, faster, smarter and leaner. That's what they do on the operating side of things. Next to them is the customer support team. They really manage the queues of tickets.

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SOPHIA FENG: Is the operations team composed of the subject matter experts? Do they know all of the things that need to be – know all of the answers to the questions?

KRISTA PAPAC: Registries – and we know we have a buddy team, the registrar team, and we actually have another buddy team that’s the more technical team, which is Francisco Arias, who you guys are familiar with. And Karen Lentz, who is our operations – I know the titles are really confusing you guys. Karen Lentz specializes in special projects, I’ll say, so I don’t get more confusing. Those are really your teams of subject matter experts. Then you have people within the operations team who are operating the different services that specialize in services as well.

When we talk about subject matter experts, we’re really talking about people on the services team. Does that help?

SOPHIA FENG: Yes. I just hope that these GDD improvements will manage our time because we’re the registry are facing some Sunrise and also the rear operations.

KRISTA PAPAC: Sorry, could you talk a little closer?

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SOPHIA FENG: Yeah. I just wish the GDD improvement, also the technical, the thing you talked about, technical package, all the improvements will be brought in time for the registries. All the registries are all in London right now. If they had these sort of things in such a time manner right now, they are not able to make their deadlines and also they will affect business in a very big way.

KRISTA PAPAC: Thanks. I hate to keep plugging the GDD Portal user workshop, but one of the things they're going to do in there is talk about prioritization and really ask you guys, "What are the priorities?" Not just what do you want to see, but if you're going to prioritize them, how would you do that? That will hopefully address some of what you're saying there.

Sophia, I don't know – Christine is in the room, so she's going to address your SLA question.

CHRISTINE WILLETT: Good afternoon. Sophia, you asked a question about SLAs – Service Level Agreements. Inquiries coming into the Customer Service Portal, or now the GDD Portal, all route to the customer service team. We have an internal service level that we have to strive for, which is to address all inquiry cases coming to us within seven days. If it's an RSEP request or some larger service request, we call that a process case, processing of inbound requests. Each process has a different timeline. Contracting has one SLA, like Krista was explaining. Inbound inquiries, we strive for seven business days. Currently, we have 73 or 75% of cases resolved within seven days. That's the positive news.

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The not-so-favorable report on that would be those cases that are not closed within seven days. That extra 26% are closed, on average, in 23 days presently. That means that those are inquiry cases that are complex, that are escalated to the second level, to the subject matter experts on Krista's team or on Mike Zupke's team or legal, finance, etc.

Typically, it's when it's escalated to the second or third tier or we have a lot of discussion amongst ourselves to formulate an answer that it is taking longer. We have been working to drive that SLA, that average age of open cases that are not closed within the seven days, down. Was there a specific type of case that the question was about?

SOPHIA FENG:

Dale requested a cross order subject, so we have more than 10 TLDs right now to manage. The question is, I appreciate this specific SLA you talk about, but is there any documentation or anywhere they can see that that's available out there?

CHRISTINE WILLETT:

We've also been talking to the Registry Stakeholder Group and the NTAG in response to the feedback letter we received about publishing more metrics and statistics on operational service levels and metrics on what we do. We already have a lot of this information internally, we just don't publish it.

One of the improvements we're looking to make, because we're not really satisfied with the average, the seven day SLA, is we're working with – you've also heard from Chris Gift this week on the tools side – we're working with him and his team to make enhancements to allow

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us to manage those service levels even more granularly when things are escalated to a second level, when they're escalated to a third level, when things are back to the customer or with ICANN. Sorry that was a long answer, Krista.

UNIDENTIFIED FEMALE: Another question from Adobe Connect, again, from Paul. "Will existing gTLDs be impacted by a launch of GDD Portal and liaison with ICANN? For example, in some meeting monthly reports? If so, when will this change?"

KRISTA PAPAC: Thanks, Paul. I have to stop touching the microphone, sorry. Existing TLDs in the Registry Portal. That is one of the items that we do have on our roadmap for future enhancements. I talked about this a little bit –0 not this topic specifically, but when we first started talking about the GDD Portal. It's an infant. It's barely born, frankly at this point. It only currently supports new gTLD registry operators for a very small set of services that are processes. The long-term vision and the roadmap that we have is to support other stakeholders like existing TLD registries and registrars, and additional processes like RSEP and things like that. Thank you for the question. Pam?

PAMELA LITTLE: Thank you. Pam Little from Zodiac Registry. I want to say, from my perspective, actually seeing improvement in terms of shortened response time. I think that's a great achievement on the team. Congratulations. An example is our assignment of our registry

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agreement – I think our first assignment took about three and a half months, but the second one it took about one week. Well, ten days. We were very surprised in a pleasant way.

I have two issues, which I'm not sure if it's the registry services team or should be directed towards the operations now that you've explained the demarcation.

One relates to your third-party contract service provider. We had a service issue, or outreach issue, where we actually received an e-mail from your third-party contract provider. We didn't know that was an ICANN contracted party to monitor our service, so when we received such e-mail, we thought it was spam.

We were internally debating, "Do we respond or do we ignore it?" Then we got another e-mail that was sent from the service monitoring team internally, but the e-mail actually also copied another TLD registry operator, not just to us for some reason. That might have something to do with what Bret was talking about earlier because it's a Chinese IDN and it all started with XN - - and if your people don't look carefully you might be picking the wrong contact details or the e-mail address to select the recipient, which is really not the thing to do with our registry.

It's not really very appropriate in my view to make such a human error because that really, to me, should have been confidential information between ICANN and our registry operator.

I just want to give this feedback as our experience, so in the future when you have contracted a service provider to interact with registries, maybe it would be a good idea you actually tell us so we can anticipate



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direct contact from them so we don't treat them as a hoax or whatever non-legitimate e-mails to us.

The other thing is about be careful sending this type of communication or correspondence to the wrong recipient. Thank you.

KRISTA PAPAC:

Thanks, Pam. Thank you for the thank you on the turnaround times. I know that each assignment request – assignment requests follow a number of different paths and depending on the circumstances can impact the timeline and the complexity of the assignment request. But we appreciate the positive feedback. We encourage that as well as hearing the things that are challenging. Thank you for doing that.

As far as the e-mail that came from our third-party provider, again, a great suggestion and something we should be sure and something we'll try and capture in the welcome kit as a place to let you know that you can, if something is going wrong, we've got flags that we need to alert you to that e-mails could be coming from this other place.

On your specific issue, maybe it would be better for us to just discuss that, not on the microphone. I'd be happy to talk to you about that. I don't know the specific details, but if you'd like to further talk about it, I'd be happy to discuss it with you.

PAMELA LITTLE:

Sure, but I'm not talking about that incident, I'm just talking about maybe somehow you identify it as strange because of it's in the native script. Otherwise, everything is XN - - is very confusing if you don't read

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that particular script. For me, as well, every time we get correspondence it's XN. I can't tell what string it is. Is it possible to have the string in IDN showing the language?

KRISTA PAPAC:

I see what you're saying. Okay. Sorry. I completely misunderstood you. We communicate, for lack of a better word, in the A label, the XN - - , because while you, for your specific TLDs, you understand the difference in what they are when you look at the script, but if we sent you an Arabic script, would you know what it meant ? I can't read any of the scripts personally, but I do know, I can read the XN dash dashes. The TLD is the A label and that's at the very base level what we look at it.

The reason we send it is (1) that's what we consider the TLD just from a very base, rudimentary level; (2) we don't want to make a mistake because we don't under the script are have it be confusing or have someone misinterpret which one it is; and (3) we always worry about rendering issues depending on what system or what tool is being used to push the communication out. Sorry.

CHRISTINE WILLETT:

Krista, if I could just add, I want to apologize, Pam. I'll take responsibility for whatever the operational issue was. So, let me apologize for whatever the operational issue was in the erroneous e-mail being sent to someone else. Absolutely, please bring those to our attention. I do apologize. That was incorrect. We treat this information, any service level issues with operating TLDs, we take very seriously and

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confidentially. We'll work with Krista's team with getting you a list of e-mails to white-list so you'll know that they're legitimate.

PAMELA LITTLE: Thank you, Christine.

KRISTA PAPAC: Rubens.

RUBENS KUHL: Hi, there, Krista. Rubens Kuhl, outgoing NTAG [inaudible]. My first question is about RSEP. I notice that the matrix page of services, or watches in the Customer Service Portal, watches in the GDD Portal, RSEP was on either side. Could you clarify?

KRISTA PAPAC: Rubens, just to make sure, you're asking if the RSEP is in either of the portals right now?

RUBENS KUHL: Yeah.

KRISTA PAPAC: It's currently not supported by the portals. The RSEP, you request your credentials through the portal, which actually is a great suggestion to add to our slide if you're requesting, that's an additional thing you can request credentials to access the RSEP system, which is called the RRS. It's a legacy system that we've had around for a long time that supports

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RSEP, then the interactions on RSEP are facilitated through the RRS system. We will update the slide that shows what do I do in what portal.

It would be that you submit the request for RRS credentials through the GDD Portal.

RUBENS KUHL: Still on RSEPs, at the last webinar, you mentioned that will be content [inaudible] ICANN meeting, discussing RSEP or discussing future steps of RSEP evolution, what was expected of RSEP – that session is still coming?

KRISTA PAPAC: On the GDD?

RUBENS KUHL: On the GDD webinar you mentioned that there will be a longer meeting/session discussing RSEP, what would be upcoming on RSEP. Is that content still coming?

KRISTA PAPAC: I don't remember mentioning that, but if you say I did. I'm trying to think what that could be. We were never planning an RSEP session.

RUBENS KUHL: No, it wasn't supposed to be a session, but a content in one of the GDD sessions that I suppose to be this one.

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KRISTA PAPAC: I'm sorry. I can go back and listen to it.

RUBENS KUHL: There was a mention discussing RSEPs, in [inaudible].

KRISTA PAPAC: I don't know how to answer. I don't know how to answer the question. I don't recall the statement, so I'm not sure. We don't have any RSEP specific content. It's more that we are – it's one of the things that's in the roadmap to bring into the portal. Again, the idea is that you can do as much as possible through the portal. You transact and have things in a centralized location so that when we look at your specific TLD we can see the different interactions and things that you've had going on – whether it's an RSEP request or an assignment request or Sunrise. I feel like I'm not answering your question.

I'm happy to talk to you after, or someone else. We can maybe try and sync up on where the miscommunication was.

RUBENS KUHL: Okay. I have a final question on roles inside the GDD Portal. Currently we are doing onboarding. We [inform] a lot of different people, different roles with the organization. Currently only the primary contact for the role is [used] for all GDD communications, so we are actually overloading one of our [inaudible] with ICANN related information. Is there a timeline when that would change?

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KRISTA PAPAC: Thank you for that. This is how we train the new users is we just make them do everything in one place and they get to know how to do everything that way. No, I would put that, again, in the bucket of user requirements. I would encourage you to either put a sticky on the white board before you walk out, or even better, come talk to Liane and the rest of the team in the next session and share that with us.

RUBENS KUHL: Okay. Thank you, Krista.

KRISTA PAPAC: Yasmine?

YASMINE OMER: Hi, Krista. Yasmine Omer from ARI Registry Services. I have three questions. The first question is about the roadshow.

KRISTA PAPAC: We have five minutes. I want to make sure Werner's going to get a chance, too, but go on.

YASMINE OMER: I'll try and be quick here. Roadshow. When is that due to start and where?

KRISTA PAPAC: We're in the process of finalizing where the three different locations are going to be. We're going to have two in September and one in

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November. Likely the one in November will be the European one and the two in September will be North America and Asia-Pacific.

YASMINE OMER:

Okay. Second question relates to third-party service provider contacts. A number of third-party services, such as URS, TMCH, our obligations rely on those services being up and running. If those services aren't working, our ability to make those obligations is somewhat compromised. For example, URS, if the service provider isn't signing e-mails correctly, that compromises our ability to respond within the 24-hour timeframe.

Similar to TMCH, [inaudible] doing certain things. It would be helpful if we had contacts within ICANN that we could reach on a 24/7 basis to notify them – similar to what happens with the plan maintenance – to notify them that, “Hey, because of something that’s happened beyond our control, this may compromise our ability to meet those obligations and that would prevent any compliance action being taken.

KRISTA PAPAC:

Okay, thank you.

YASMINE OMER:

And that brings me to the second point. Fadi mentioned on Monday that compliance would now have 24/7 support and that’s great, but compliance have focused on policing us and we still don’t have 24/7 support for registry services who are focused on supporting us. Is there a plan to have 24/7 support for the registry services team?

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KRISTA PAPAC: I think we talk about it as 24/5, but regardless, that is about the globalization. That's about having staff in all three offices, all three hubs I should say, which we do have. We have Singapore, Los Angeles, my home, and Istanbul. That's why we've been building up the team, to have a similar structure. That does not mean that the Singapore office is open 24/5, it means across the organization we're covering 24 hours of the day five days a week.

We're behind compliance, mostly because compliance has been around for – they had to scale a long time ago because there were a thousand registrars and they're just much more established in this in both scale and number and scale and geography.

Frankly, I'm kind of am channeling Maguy a lot of times. Watching what she said and how she's done it and trying to establish that. We're not quite there yet. It's about handoffs and managing those handoffs so that they're clean and smooth and the next time zone knows where the last time zone left off. That's also part of what we're working through, but not quite there yet.

YASMINE OMER: Is that planned?

KRISTA PAPAC: Absolutely. We're trying it with a few things now. It's going, but it's not going quite as smoothly as we'd like, but that's absolutely part of this whole big picture.



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YASMINE OMER: Great, thank you.

KRISTA PAPAC: Thanks. Werner?

WERNER STAUB: Hi, my name is Werner Staub. Just a small suggestion regarding these things that we're witnessing currently. It may be a long-term objective to slightly enhance the data structures of the underlining systems. There's two examples. One of them is for the interactions with the registries. Sometimes it's the agent of the registry, sometimes the registry itself. If you could try to – whenever people talk about their data structures of their customer support systems and so on, to make sure there's fields for representing the agent and separately representing the underlying customer.

They've got the similar thing for IDNs. [inaudible] have had this discussion before. We, in our old system, we also had these problems about things being confused. We know every domain has to have its U label and it's A label and then we added an I label, also full ASCII, starting with the XN - - and so on. But then we put the pronunciation, meaning and language or script, so that if people see this kind of long string, which sorts – exactly it's the same thing as the XN - - . At least nobody [inaudible] more or less how to pronounce it. [inaudible]

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KRISTA PAPAC: Thank you for the suggestions, Werner. I'm going to give you homework, though. Which is, again, I think those are things that we would like to capture for the – it really kind of comes down to you're talking about data structure and you're talking about some suggestions on how we can maybe help with confusion about the XN - - , which is a portal structure. I would just encourage you to add it to the Board.

WERNER STAUB: I'm happily situated to meet this user group that you're creating. It's a good idea. The user group is a good forum for that kind of stuff.

KRISTA PAPAC: Do we have any more questions in the chat?

UNIDENTIFIED FEMALE: No.

KRISTA PAPAC: Thank you, Everybody for the questions and for attending this session. This is really helpful for us to hear from you guys. One last plug for the GDD Portal users workshop. Please come and share your ideas and help us work through prioritization. With that, I thank you and wish you safe trips home.

**[END OF TRANSCRIPTION]**