
BRAD WHITE:

Good day, I'm Brad White, ICANN's Director of Communications for North America. This call is a follow-up to the Quarterly Reports which were posted to the ICANN website on November 30th. This call affords the community and others the opportunity to ask any questions that may have arisen from those reports. If you have a question, and you are online, please type it into the box titled Submit Questions Here. If you're on the phone, press #/3, and the operator will put you into the queue.

Let me also add at this point that even though this call is in English, it is being simultaneously translated into six additional languages - Spanish, French, Chinese, Russian, Arabic, and Portuguese - so if you are on one of those lines, same thing, just hit #/3, then you can ask your question, and we will hear the English interpretation. We're seeing no questions in the queue at this point, so I'm going to raise a couple of questions that have come up very recently.

Göran, this first question goes for you. You met last week with (David Reynolds), the newly named NTIA Administrator, and the assistant Secretary of Commerce for the US - should we take anything away from the fact that he met with you on his very first day on the job?

GÖRAN MARBY:

No, it was more pure luck for me. I was planning to come to Washington for quite a while, and I had the opportunity to meet David, actually, in the morning, as he was very new into the job. Of course, during the decision, we had a close working relationship with NTIA, and it's important for us to continue that relationship, working with the US

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government as well as other governments around the world. So, it was more of a coincidence.

BRAD WHITE: Did Redl discuss Europe's General Data Protection Regulation order - GDPR - with you?

GÖRAN MARBY: Everybody talks to me about GDPR. It's one of those things that we've said many times now - GDPR is really the first time the policy making process within ICANN is affected by legislation, and that's something we are partly learning how to handle, and I think It's also a new time for legislation, in the sense that it's a behavioural legislation. Because it's not being enacted yet, it's not been started yet - it starts in May - we are trying to find as much common ground and as much knowledge as we can by talking to many different parties. In all my meetings over the last couple of months, GDPR has been, as a discussion, more or less all the time. Thank you.

BRAD WHITE: Göran, can you - we may have people on the line who are totally unfamiliar with the issue - can, for the layperson, can you give a very simple explanation of exactly what GDPR is.

GÖRAN MARBY: No.

BRAD WHITE:

[LAUGHTER]

GÖRAN MARBY:

It's hard to describe it, but if you (walk) on the other side of the question and ask the intention with the law, it's important that ICANN doesn't have any views on the politics about it, or anything related to that. We are dealing with it because it's a law. But, the intention of the law is to protect primarily the privacy of citizens of Europe. ICANN is not the only organisation that's affected by this law - there's a lot of work going around from many companies around the world who have a customer relationship with European citizens to figure out a way to be compliant with the law. So, the whole idea behind the law is to protect European citizens' privacy, in an IT world.

For ICANN, it's really two sides of the equation. One side, of course, is our own internal systems, where we are in the process of going through the systems we have to make sure that the support system we have for the community is compliant with the law. It ranges from everything from support for the community and travelling, to follow-up systems, which we have to make sure that we don't fall into the trap to think that we are compliant with the law.

The other side, sort-of the outside of it, is, of course, the WHOIS systems. The WHOIS system is something that pre-dates ICANN, and it's been around for a very, very long time, at least in the IT world. It's also something that's been debated in the community through different programs and policies, for a fairly long time. We have, together with the

community, we have set up a path of how to handle the WHOIS question. Just to reiterate some of them - first we went out, and we asked the community for input, what we call- how is WHOIS actually used. We got that, I think, in a June or July timeframe, and that is actually a basis for the whole legislation, because if you store any information, you have to have a reason why, but so-called 'user cases' are important to that.

We then, as some of you know, we hired an external law firm - Hamilton, in Sweden - to help us, and we provided them with a set of questions which we publicised. It's also been important to us to be transparent in everything we do. We are shortly going to release community members questions that were transferred to the Hamilton Law Firm, and we will publicise the analysis to those questions very, very soon.

The intention, of course, is that we will, over the next month or so, together come up with proposals for solutions when it comes to compliance [UNKNOWN] WHOIS system, which we will also ask the community for input on. Thank you.

BRAD WHITE:

Thank you, Göran. We've got a question from Jim Prendergast, and this is also for you, Göran. The executive summary that was posted a few days ago, Göran spoke of spending coming in at \$6 million less than budgeted, but then said it was because ICANN hadn't spent the money as of yet, but that it would be spent by the end of 2017. So, are expenses really \$6 million under projections, or is it simply a matter of

timing on when that \$6 million will eventually be spent, and what projects are being delayed to account for that \$6 million. Thanks.

GÖRAN MARBY:

Thank you for that question. You picked up on the reason why I said it - because, when you do a budget for such a large organisation, or even a small organisation, what happens is you know that you're going to do something, but you aren't sure about the timing, because, for instance, when we decide to go into a project, we can plan for it to happen in April, but it actually starts in May. So, the deficit in the project there, is that, really, projects that we have planned to do for the rest of the year that we haven't started yet. Some of those things could be, for instance, we haven't received all the costs for a meeting we've just had, or when we plan the meetings for a year, there's differences in when the costs actually come to us.

For the more detailed part of it, I'd leave it over to [UNKNOWN]. Thank you.

[UNKNOWN]:

Thank you, and thank you Jim for the question. Just to elaborate a little bit further on what Göran indicated - first, there is a little bit of seasonality in how ICANN operates. In the beginning of the fiscal year ending to the month July through September, are usually slowly activities. We do try to claim for that slower activity in the budget, and the timing of our budget, nonetheless, we've seen slower activity overall in the first few months, the larger projects that can contribute to the larger delayed expenses that you are pointing out, that contribute to the

\$6 million that you've mentioned, are found notably with reviews. Reviews schedule is something that we reflect in the budget about 8 months in advance of the year, and we see simply right now that the reviews that were scheduled to happen, and the corresponding costs of those reviews to happen early in the fiscal year, are probably going to happen later in the year, in the fiscal year than originally planned. That's one element.

Göran also mentioned the timing of travel expenses and meeting expenses, which also contributes to it, and there's also a number of community led projects with - notably the IDN Working Groups - that have progressed slower than originally anticipated, and I simply want to reiterate the fact that timing of our expenses within the fiscal year was originally defined for the budget between 6 and 10 months ago, and that creates a certain amount of inaccuracies in the timing by which expenses occur, but we do see those projects going on, we do see them progressing, and we therefore do expect that the expenses will occur. Thank you.

BRAD WHITE:

Thank you, [UNKNOWN]. We have two questions for Akram Atallah. The first from Jim Prendergast again. He asks - in the GDD summary section of the report, it talks about testing of the (Ibero) Program, do you know how many second level registrations were involved in each of those test exercises? Thanks.

AKRAM ATALLAH: Thank you, Brad. Thank you, Jim, for the question. We did several (Ibero) exercises, and they were all voluntarily TLDs that were actually being undelegated, and all of them had only the one required second level domain [UNKNOWN] TLD registered there, so. Only one second level registration in all of the tests. Thank you.

BRAD WHITE: Thank you, Akram. Another question for you from John Poole. Where's the - and this regards, in the report page 24, 2734 General Inquiries - where's the underlying data? How are these general inquiries received, and handled? What does ICANN do with the data? Why isn't ICANN sharing the underlying data with the global internet community, particularly if they concern issues concerning domain names, registrars, or registry operators? Is ICANN management not aware that there are several stakeholder groups and CCWGs that might find this data helpful? Are any of these queries about new gTLDs failing to work as expected on the internet, which ICANN knew would happen since at least 2003?

AKRAM ATALLAH: Thank you, John, for the question. This 2734 General Inquiries are basically questions that come to our global support centres, and the questions that are categorised as general inquiries are typically re-directions to information that is already available in our website, or questions that are not in ICANN's remit, or questions that do not categorised into any of the areas that we report our data on.

We probably could make that data available, I don't know why we don't, but we will look into that and see what we can make available for

anybody interested, and we are looking also at the making a lot of our data open and available in our Open Data Initiative, so, look at that mechanism to make the data more readily available to everybody. Thank you.

DAVID CONRAD:

This is David Conrad - to add onto what Akram said with regard to the Open Data Initiative, in relation to these inquiries, we would actually be interested in the community's view as to what part of the inquiries is relevant to their continued discussions. All of the data that we are collecting through our Global Support Centre, we intend to, at least, provide the summaries, statistics, and the level of detail that we actually provide is, of course, an area that we're continuing to investigate within the Open Data Initiative pilot.

BRAD WHITE:

Thank you, David. We have a follow-up question from John Poole for Akram. From the 1530 registrant phone-calls, 2734 general inquiries, and 3526 cases processed in FY18 Q1, what can you - meaning ICANN management - tell the global internet community is really going on? For example, the registrant phone-calls about particular issues registrars, registry operators, gTLDs, or ccTLDs - have you even analysed the data to discern issues and trends, and why haven't you shared that information with the global internet community/ICANN community? Why is ICANN repeatedly failing in transparency and accountability, including requiring your contracted parties to be transparent and accountable. From your report, on page 24, the global internet

community has no information to judge what is really going on, what ICANN is spending its considerable resources responding to, and whether ICANN is wisely using its resources, or just being wasteful, and whether ICANN is appropriately handling and responding to these issues, or constantly failing in one or more areas.

AKRAM ATALLAH:

Thank you, John, for your questions. That's a very comprehensive question. We have actually analysed all of the inquiries that we got - we've identified the ones that are issues from the registrants, and we've broken them down into different areas. We have a report that we shared in the last ICANN meeting in- and that information is available on our website. We will- let me do this, we will take your questions, and we will reply to them directly, since you have so many questions embedded in this, and we'll point you to the information as well, so you can see it. But, we've done that, and there is now a registrant landing page on ICANN's website, where you can go and look at all the information that we have available for registrants, as well as educational, and where we direct them on certain issues, where to go, and how to deal with the issues that they have. So, we will get back to you on all of these questions in writing. Thank you.

BRAD WHITE:

Thank you, Akram. We have a question involving the KSK role, and this should probably go to Matt Larson, who is ICANN's point person on this issue - Oh, excuse me, you had something to add, Göran, forgive me.

GÖRAN MARBY:

Thank you. John, I want to add something to this. Since, for the last 16 months, or 18 months, since I came aboard, I agree that we have to increase transparency. Transparency creates accountability, and I just wanted to give the highlights of some of the things we've done. One of the things you see now is the CO report, which we, between all ICANN meetings, we also publicise. We added on, which I want to mention, is the Complaint Officer. We have the [UNKNOWN] transparency, and some of the questions or complaints to us. You can find more information on our website.

We added this for the opportunity to ask any questions to us, which we answer to. We added the Q&A during the ICANN meetings with the whole management team. We rebuilt the structure - and I'm now searching for the words - we have a new system you could go online to see where the accountability indicators are online to see the many things we are doing.

These are some of things we are doing to increase transparency. The ODI Project, Open Data Initiative is another one. We are also rebuilding our website, during the ITI Project, to build up a document management system, for you to be able to find more information.

So, I'm not saying that we're there yet, but we'll continue to do this - another example is the flowchart of the manual approach, where we wanted to prove, and went through all the processes [UNKNOWN] ICANN. Another thing we've done in the current budget process is that we're coming up with a 2 year plan, so there'll be more ability to engage in our budget.

Please continue to question us, please continue to chase us, we will try to make better on the transparency, because I agree with accountability for us as well. Thank you.

BRAD WHITE:

Thank you, Göran. So, to the KSK roll and Matt Larson - when will you announce a date for the changing of the cryptographic keys that help protect the domain system, what is commonly called the Key roll?

MATT LARSON:

Thanks, Brad. In terms of announcing a date - we're not going to do that in the immediate future, but we are going to have an update on the status of the project that we're going to announce by the end of next week. Let me give just a brief update now of where we are, and that means I have to give a brief recap of how we got to where we are.

The KSK Rollover had been planned for October 11th, and in late September we announced that we were going to postpone it at least one quarter - to January 11th 2018 - and the reason for that was that we got data for the first time that gave us objective data as to the number of solvers that would not be ready, and that data was coming from the very latest version of a particular resolver that has the ability to actually report what keys it has configured. There were a larger percentage of those resolvers reporting that they had the old key than we were comfortable with, and since we didn't know why, we made the decision to postpone the KSK roll so we could gather more information. In fact, we've been in the process of doing that since then - we engaged a contractor to actually reach out and try to literally contact individual

administrators of those resolvers, and find out why wasn't their resolver reporting the new key, why didn't it have the new key. We've gotten some preliminary data from that contractor, and we're expecting a final report from them literally this week, and based on the findings we have now, I can give a preview of that announcement next week.

We're going to announce that we are not going to roll on January 11th 2018 as we had said that we might do. We don't yet have a date for the roll, and the reason for that is the second that'll be in the announcement, and that's that we will be working with the community, and get the community's input to help us determine what criteria we should use, to help us know that we'll be able to roll the key in a safe and secure manner. We want to work on the community with that, and have them help us determine the criteria.

BRAD WHITE:

Thanks, Matt. Göran has been quoted in the past as saying that this is one of the top technical issues for ICANN. Is it fair to say, based on what you just said, that that remains the case?

MATT LARSON:

Yeah, definitely. We've been doing a lot of work since that announcement in late September, and we feel we need a lot of work to continue, and this remains a priority.

BRAD WHITE:

Thank you very much, Matt. Göran, the next question involves ICANN finance. ICANN is currently in the process of creating it's FY19 budgets - how would you describe the overall financial health of the organisation?

GÖRAN MARBY:

Of the overall state, it's fairly good. We have a substantial budget, but it's more a question of what the community decides we should do with the money. Most of the money that we have is decided upon by the community for special projects. I can just give you an example - we're having 3 meetings per year, that cost roughly \$15 million. We have a travel program that costs \$3 million. These are not saying that we should look into what we're doing with them, just to emphasis the fact that they are decided by the community.

I think that my way of looking at this is that we have to be more cautious about new costs that we bring on. It's easy to add a cost, it's harder to take them away. So, we're in the process - together with the Board and then also with the community, of course - to look into a little bit about the future. That's one of the reasons we're now doing, you know, looking into two years ahead, but we also have to look into a five year plan very, very closely.

I would say that we're in good shape, but being more cautious, being more thoughtful about some of the things that we do is going to be necessary over time, but it is very much the community on this that is my guiding light.

BRAD WHITE:

Thank you, Göran. We have no other questions in the queue, so with that we're going to shut this down. If questions should arise following this, please submit them to us - engagement@icann.org - and with that I'll say thank you to the participants, and thank you to the presenters. I hope everyone has a good day.

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