
JIA-RONG LOW:

Hi. Good morning. I am from ICANN Asia Pacific Hub. Welcome everyone to our webinar on contractual compliance. This month's installment of the webinar is on contractual compliance. We have been starting our webinar [fixtures] on bimonthly basis. Thank you so much for attending this webinar.

We have mentioned that we are doing our webinars on a bimonthly basis, so it's every second Thursday of that month. We had one webinar two months ago with registry services, and this month it's on contractual compliance. The next webinar will be in October, so watch out for that.

For today, we are very happy to have our contractual compliance team here with us. Since we started the Asia Pacific Hub last year, we have been slowly building up our operational functions and we are very happy to have a full team that's sitting right here in Singapore covering the Asia Pacific and to be able to service our contracted parties here in the region from this time zone.

I'm very happy to have with me today Roger, Sumi, and Ashley from the Contractual Compliance team and also hosting the webinar. Previously, we couldn't hold the webinar in our time zone, but now we can. Big credit to Rachel and Philadel who are behind the scenes in making sure the Adobe Connect room is running and that the phone lines are working. If there are any technical issues you do face, you can actually key it in the chat part and Rachel will help you with that.

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.

Now, I'm going to introduce Roger once again. Roger is heading our team on contractual compliance here in Asia Pacific. He will be doing the presentation in a moment. After the presentation, then we will go into Q&A. That's when you can ask questions directly on Adobe Connect or you can choose to ask questions on the chat part. We'll go through the instructions in a bit.

Over to you, Roger.

ROGER LIM:

Thank you, Jia-Rong.

I just wanted to confirm that everyone can see the slides. I'm going to go through the slides right now. On our agenda, we have an introduction to the Compliance Team. We have some statistics for our APAC region as well as lessons that we've learned and we would like to share with the community.

Finally, we have some question and answer time. If you have any questions, please feel free to type them in the chat and we will try to get through as many as possible. If we are unable to answer them, we will be answering them offline.

This is our contractual compliance global staffing model. Currently, we have 15 full-time in Los Angeles, U.S.; three full-time in Singapore; and three full-time in Istanbul. We have some open positions currently, and we're trying to hire to fill them up quickly.

In total, we have 21 members around the world, operating 24x6. We are able to speak Arabic, English, French, Korean, Mandarin, Russian,

Spanish, Turkish and Uzbek among the 21 team members that we have right now, so in a way we're trying to be as local as possible. We have a link to the staff page on the ICANN website. If you're interested to learn more about the team members, you can go to that link.

Just a brief introduction on the three team members we have in Singapore. My name is Roger. We have also Sumi and we have Ashley. We will be trying to hire one more person as soon as possible to help the region.

Some statistics. It's a bit small. Apologies, but this is the only way we could fit all of it on one slide. Just to highlight the volume of tickets that we have, this is for the period of March-June 2014. This is for the Asia Pacific region only.

If you notice, within March-June, we had total new tickets of 5,602. That is both registrar and registry tickets. We'll go into a bit more detail later. Out of the tickets that we have, we actually closed 1,560 before first notice. That's quite a bit number. Volume closed after second notice is 3,300. That means basically after the first notice, the registrars and registries were able to respond in a manner that enabled us to close the ticket. Before third notice is 719, so the total closed are 5,649 tickets.

Turnaround time. Average turnaround time for the first notice is 11.7 days from the registrar and registry perspective. The average turnaround time for second notice is 6.2 days.

I wanted to highlight the area that is in the pie chart, which is basically the complaint distribution. It's basically saying that 72.8% of our tickets are in WHOIS inaccuracy, and transfer is 22.7%. The total of 95% of all

our tickets are in these two categories. I'm going to show you a slide that shows a bit more detail.

If you look at this, you can see the volume of tickets broken down by complaint type on the right. If you're looking at the numbers, WHOIS inaccuracy is over 4,080 tickets out of a total of 5,586. Then transfer, you have 1,273 out of the total of 5,500 tickets. It's very obvious that the majority of our complaints are in these two areas.

Hopefully, after we go through the rest of this session today, we can try and reduce that number because the aim of today's session is to help provide some input to the registrars and registries on the common complaints that we see and some of the lessons that we've learned.

This is the same thing but specifically for registry complaints. The volume is not very high. You can see a total of 16 tickets only for the March-June period for Asia Pacific, so not huge numbers like we see in the registrar space.

Coming to the lessons learned, I wanted to share a few things with everyone. One of them is a very generic area regarding communication with ICANN. The other area is on the registrar space and also some common areas on the registry space.

I'm going to be talking about communicating with ICANN, WHOIS inaccuracy, transfers, renewals, zone file access, monthly reports, and data escrow. These are the specific areas under the categories that I'll be going through in a while. Hopefully, this will be able to help the people on the call if you are a contracted party in the future.

First one, this is a very general tip that works for everyone, not just registries or registrars. Basically, the first thing you should do if you have a mail server, white list e-mails that come from icann.org, you should check if your mail servers are blocking e-mail from ICANN Contractual Compliance.

We've had some experience with some mail servers that are blocking e-mails because our ticket notices to the registrars or registries may sometimes contain domain names that are very questionable, and therefore the mail server picks up on that and immediately blocks it. The registrar has no idea that it has happened because it's done at the mail server level, so it never actually gets to the recipient.

Please, check your mail servers. We've noticed that we have seen some of this with Google mail servers, for example, and Yahoo mail servers as well. So please do check your mail servers.

Next thing, reply to Compliance notices as soon as possible, please. We've seen examples where registrars upon receiving our ticket notice are actually going about what they're supposed to – investigating and correcting the information – but they are not responding to ICANN Compliance. They are basically doing what's needed, but they are waiting for a response from the registrant or domain name holder.

That takes time, and what happens is it delays the process because we do not know if you received the notice and we will assume that the registrar has not received it and we will probably send a second notice upon the deadline. Please let us know what you're doing. If you're working on it, please let us know and then reply to our notice.

That comes to the next point regarding subject lines. When we send you the notice, the subject line is a fixed format. When you respond, please do not change the subject line. For example, we've seen registrars who have added their own ticket number in front of ICANN's subject line, and that causes the mail server on our side to be unable to identify that it's a ticket related to Compliance.

Please, check out your system, email servers for example, when they do send out the e-mail not to change the subject line in any way. This is quite important. We've come across quite a few of these.

Last note here, please make sure that your attachments are less than 4MB. If your attachments are more than 4MB, we will have to make separate arrangements for you because the system will not be able to handle it at this point, so please let us know. You can send that e-mail to compliance@icann.org.

Next point, registrar lessons learned: WHOIS inaccuracy. I'm going to talk about verification and validation, some definitions as well as help to provide this draft in this area.

Verification versus validation under the 2013 RAA, Section 3.7.8 and the WHOIS accuracy program specification. What is the definition of verification? To confirm or correct information.

What's an affirmative response? For example, you receive an e-mail replying to your e-mail from the registrant. That e-mail address is the one that's put in the WHOIS data. That can be considered affirmative response.

What is manual verification? Manual verification means you can call the registered name holder, but we would like to get the time of the call, the date of the call, and details of the call so that it can be confirmed that you have actually done the manual verification.

Next thing, validation. Validation is to ensure that the formatting is consistent with standards. If you notice, it's very different from the verification that we were talking about earlier. Verification is to confirm or correct information; validation is to ensure formatting is consistent with standards.

What standards are we talking about here? We're talking about, for example for e-mails, we have the RFC 5322. For telephone, we have the ITU standards. For addresses, we have the UPU standards. But if your country has a specific standard that is not part of the UPU, you may be able to use that but please let us know you are following that particular standard. I hope that's clear to everyone.

We do not rely on website or map applications unless that website is a reference for the standard that you are referring to. It's not something that you get from the name holder or registrant.

The obligations to verify and validate the inaccuracies under the RAA Section 3.7.8 are not interchangeable. We have to do both.

On to transfers. Registrars shall use the standardized form of authorization per the IRTP, Sections 2 and 3. I've provided links to the standard form, FOA in short, for the gaining registrar and the losing registrar. We will make the slides available after the call, and you can actually go into these links to look for them.

Some tips on the transfers. FOA must be sent in English. The registrar may also choose to send it in another language, but the registrar is responsible for the accuracy and completeness of the translation. If you want to, you can send it in English and Chinese if you are a Chinese registrar, but you must have both versions in there, both languages.

Next important point, the gaining registrar needs to obtain an affirmative response from a transfer contact to proceed with the transfer and send the transfer command to the registry. On the other hand, the losing registrar does not need an affirmative response. The default action is to allow the transfer to proceed.

Two common things that we see: the first thing is non-standard FOAs are being used. Second thing is that the losing registrars are requiring for affirmative response before allowing the transfer to proceed. Please take note of these two as well as the language.

Next step is on renewals. There are some obligations for a registrar under the Expired Registration Recovery Policy or ERRP. First one is registrar must send three renewal reminders when a domain name expires or is about to expire. The first one has to be one month prior to expiration. The second one has to be one week prior to expiration. The third one is within five days after expiration.

We've seen registrars that have sent several reminders, but they have not followed the timeline that has been set out in the policy. Please make sure that the timelines are followed. It's a simple thing that shouldn't be too difficult. Sometimes the registrars have said we have

done more than necessary, but they did not follow the timelines that are required.

Next thing that we also get to see quite often is regarding fees. The fees for renewal or redemption must be displayed on the registrar's website clearly, and you should include a link in the registration agreement as well. We've got some complaints that basically saying that the registrar does not include any of the renewal fees in your display anywhere clearly, so it becomes an issue. Please try and put that in your website clearly.

Now we better move on to registry. The first thing that we're going to talk about is zone file access. This is from Spec and Section 2 of the registry agreement. The issue basically acting upon requests for zone file access via CZDS. The issue that we see often is that registries are taking too long to respond to the requests.

Some guidance here is to be open and transparent as well as to establish, publish, and adhere to a policy that informs end users by when they should reasonably expect a response from the registry. This is regarding zone file access.

The second point on zone file access regarding reasons to deny or revoke access to zone files. The issue that we see, for example, registries are denying access because it is not yet in Sunrise or they are denied access until the requester provides lawful purposes. Per the registry agreement, these two are not valid reasons to deny access.

We should only have three reasons per the registry agreement. The first one is failure to satisfy credentialing requirements per Section 2.1.2; not

providing correct or legitimate credentialing requirements of the same section; and reasonable belief that the requester will violate the terms of Section 2.1.2.

Next one, this is a very simple one. It's on monthly reports on the registry site. We commonly see registries only sending one report, but in fact both reports are required, which are specifically the transactions report as well as the activity report. Please remember to send both reports instead of just one. You could have missed out one or the other. It shouldn't be too difficult to solve this issue.

Data escrow. This comes from Spec 2, Part A, Section 7 of the registry agreement. We require daily deposits and two daily notifications to ICANN. One is from the registry operator and the other is from the escrow agent.

The issue is ICANN may not receive the notification corresponding to the registry operator. We would like to provide some guidance to please ensure both notifications are received daily by ICANN. That would help resolve some of the issues that we see.

I just wanted to give some resources for everyone. Compliance regularly publishes some tips on the APAC newsletter. If you're interested in that, you can sign up by writing to apachub@icann.org, a link to the Contractual Compliance page on the ICANN website, and you can also sign up specifically for the Compliance newsletter at the link below. If you have any other questions, do feel free to send an e-mail to compliance@icann.org, and we can definitely assist you there.

We can move on to Q&A. First, Jia-Rong would like to set some ground rules.

JIA-RONG LOW:

For Q&A, we have people who are on the call who dialed in as well as those who are on the Adobe Connect page. There are two ways to ask questions. Of course, one is to speak up, and the other way is to type in your question and we will address that as well. We'll rotate between voice questions and chat pod questions.

For those who want to key in your chat pod question, just type in your question. We'll put that into the queue. Those who want to speak up, we will after answering one question, I'll ask whether there's anyone on the phone who wants to ask a question. Then you can just speak up from there.

As mentioned, we will be placing the recording and the slides after the webinar. You can download those from the links there. We also have a post-webinar survey. Hopefully, you can help us fill that out and we can try to make our webinars better the next time round.

Now on the bottom left of the Adobe Connect page now you are looking at, you can actually download the slides that Roger has just sent. That's on the bottom left. You just double-click on the APAC Compliance Webinar, those words, and you can download the presentation so you can review them again later.

A couple of things I would like to highlight again for just now when Roger mentioned, we are very proud of our newsletter, and we hope to

have as wide an audience as possible. If you would like to sign up and be part of our mailing list to receive our newsletter and our news, please write to apachub@icann.org. We always like to keep our communications channels open, so you can write to that.

For Compliance questions, as Roger mentioned, write to compliance@icann.org. We are always very willing to serve and to listen to your queries or if you have any issue, just feel free to raise it up.

Now let's go on to Q&A. Prior to this, we had asked for questions, and we got two questions that were sent to us earlier. Let's address those two questions first. After that, we will take one voice question and one chat question in turn. Let's do that now.

SUMI LEE:

Good morning or afternoon, everyone. I am newly joined in the Singapore Hub. I'll be reading the questions from the chatroom. As Jia-Rong mentioned, we're going to have two questions that were previously submitted first.

Question one: "What is the need to verify customer contact details manually on failure of [automatic] verification if there is no action to be taken upon failed verification?" That's regarding the WHOIS specification. This question came from [Aman]. I believe Roger will provide a response to that.

ROGER LIM:

To respond to [Aman]'s question, the need to verify or suspend is [inaudible] as part of the WHOIS accuracy program specification of the

2013 RAA. If the complaint is for the registrant, the registrar must have the registrant verify and, if there is no response, either suspend or manually verify. For the account holder, the registrar must have the account holder verify. If there is no response, the registrar must manually verify. There is no suspension requirement for the account holder, but the registrar must manually verify. It's [inaudible] for a registrant but the account holder.

JIA-RONG LOW:

Sorry. A quick announcement. Because we have unmuted the lines so that we can take questions, if you are not asking a question yet, can you please mute your speaker and mute your microphone please? Can you please mute your speaker and microphones please? Alright, I will say it again. For those who are not asking a question at this point, mute your speakers and microphones so that you do not disturb the line for the other participants. Thank you.

Okay, let's go into the next question.

SUMI LEE:

The second question that came in earlier before we started the webinar is: "When can we expect site visit audits from ICANN?" That's also from [Aman]. We're going to have Roger address that as well.

ROGER LIM:

ICANN is currently transitioning [inaudible] of the registrar audit. If and when site audits are required, ICANN will definitely provide registrars

with advance notice as required by Section 3.15 of the RAA. Don't worry. We will definitely provide you with advance notice.

JIA-RONG LOW: Those two questions that we answered, those were the pre-questions prior to the webinar. Let's take a voice question. We have Pam Little who raised her hand. Pam, would you like to speak up, please?

PAM LITTLE: Hi. Can you hear me?

JIA-RONG LOW: Yes, Pam, we can hear you. Thank you.

PAM LITTLE: Thank you. My question is about one of the slides you have where you said most of the complaints were about WHOIS accuracy or transfer issues. Has that actually shifted or changed over the years, and what do you think it would take or need to be done to bring those numbers down?

JIA-RONG LOW: Sorry, Pam. Can you try your question again? Is it the statistics on this page that Roger is sharing?

PAM LITTLE: Yes, yes. Roger said WHOIS and transfer are the major issues and hopefully by the end of this session that the number would come down. Those figures have not in my view or recollection shifted much over the years. What can be done or what should be done to somehow reduce those numbers because they are obviously occupying most of the resources in terms of [inaudible].

JIA-RONG LOW: Sorry, Pam. There's a lot of disturbance. I cannot really hear you. Give us a second. Okay, sorry. We will mute everyone on the line except for Pam. We will open you up. Give us a minute. Can we do that?

Okay, everyone. Rachel is going to [inaudible].

RACHEL REYES: Hi, everyone. I will mute everyone's line. If you want to speak up or if you have any questions, please press *6. Okay? I'll mute everyone now.

JIA-RONG LOW: Okay, got it. Now, Pam, can you press *6, and will continue? Apologies for that minor technical issue.

PAM LITTLE: Okay, can you hear me now?

JIA-RONG LOW: Fantastic, Pam. Yeah, go ahead.

PAM LITTLE: Great. Thank you. I'll repeat my question. On this slide, you can see WHOIS and transfer are most of the complaints or tickets you have. Roger seemed to say hopefully by the end of this session that we could somehow bring those numbers down. From my recollection, these two issues seem to always occupy most of the complaints Compliance Team handle or process. My question is: What does Compliance think needs to be done or will do to somehow bring those numbers down?

ROGER LIM: Thank you, Pam. Thank you. One of the main objectives of this whole session that we're doing right now is to share information with the registrars and registries on the common issues that we are seeing and share some information which, based on our experience, some of the registrars and registries do not even know about like, for example, what is verify versus validate. The objective was to share that information with everyone.

Hopefully, they understand it better and know what they're supposed to do now versus just doing one part of it because some of them do not understand that you have to verify and validate the information. For example, the validation that we talked about earlier is validating against a specific standard.

Now that I've explained it, hopefully, the registrars that [inaudible] the call actually understand that requirement better and be able to do that and be able to reduce the volume of tickets in that manner. That's the objective. Hopefully, that answered your question, Pam.

PAM LITTLE: Thank you. I think it does to some extent, but these figures have not actually changed or the trending over the years. Have you seen a downward or upward trending?

ROGER LIM: No. The percentages I don't think have changed much.

PAM LITTLE: Okay, thank you.

JIA-RONG LOW: Thanks, Pam. Okay, let's move to another question on the chat pod. Sumi, can you take that up, please?

SUMI LEE: Sure. We have a question from [Bashar]. Please, forgive me if I'm not pronouncing it correctly. "Can registrars send more renewal notice reminders than the listed earlier? Like 60 days, 45 days, 30 days, 15 days, 7 days, 5 days, and on expired date?"

ROGER LIM: Thanks, Sumi.

Regarding renewal notices, we have a requirement of three. There's nothing saying that you cannot send more than three. If you want to send more than three, that's fine. But please make sure that at least three of them are on the required timeframes. For example: one month

before, one week before, and within five days after expiration. Hopefully, that answers your question, [Bashar].

JIA-RONG LOW:

Okay, we have another person who raised his hand. It's [inaudible]. Can you key in *6 and speak up? Hello, [inaudible]. This is your turn to ask a question. You can key in *6 and speak up. Okay, it doesn't look like you are able to do it at this point. Let's try it again, but let's answer a question from the chat pod first. Sumi, can you take the next question, please?

SUMI LEE:

Actually, I believe it is the one that [inaudible]: "According to Specification 4, Section 3 of the registry agreement, requires registry operators to provide ICANN access to thin registration data on a weekly basis. How to provide? Do we need to contact ICANN in advance or give ICANN a secure link or password or something?"

I can address part of this. Yes, I believe I think what you're asking is you do have to provide the access. Now how to provide it, that's a technical question. We at ICANN on the technical services end have to be able to extract that information. You do not have to contact us in advance or give us a secure link or password, but we can get back to you about the details of how to do this so set it up through technical services.

To further clarify the response of Mr. [inaudible], if you could submit your question directly to ICANN at the GDD portal. It's customerservice@icann.org. Thank you.

JIA-RONG LOW: Okay, no one else has raised their hand on the chat, so I think we've answered [inaudible]'s question. Let's move on to the next question on the chat pod, and that is from [Yi Ling] [inaudible].

SUMI LEE: This question: "Can we only include registrant information in the WHOIS verification e-mail? Should all the contacts, including admin, tech, and registrant, be included? How should we process manual verification if the registrant failed to verify? I think Roger?"

ROGER LIM: Hang on. I'm just moving up to that slide. Okay. [Yi Ling], I think you're talking about the WHOIS verification e-mail and asking if we only include the registrant information. Are you asking if you should only send it to the registrant? Okay, [Yi Ling] is typing in the chat box.

JIA-RONG LOW: Okay, while we wait for clarification from [Yi Ling], is there anyone who wants to raise a question on the call? Okay. Shall we take another question first while [Yi Ling] is typing his clarification? We have a question from Daniel.

SUMI LEE: Yes. Daniel is asking: "Do we need to save all the sent expired notification e-mail, or we just need to save the sent record?" Daniel, are

you referring to the renewal notices for registrars? I think we need some clarification on that.

JIA-RONG LOW: Daniel, you can hit *6 to respond. Daniel says, "Yes."

SUMI LEE: Yes.

JIA-RONG LOW: Usually, we will ask for copies of the e-mails that you have sent to the registered name holder and the record for verification purposes, so it would be good if you could keep all of it.

Okay, we got the clarification from [Yi Ling]. Basically he says, "I am asking if only the registrant information be included in the verification e-mail." I think [Yi Ling] also said we want to send the verification for the domain using the same registrant contact. Would it help, [Yi Ling], if you could just ask your question on the call? Just press *6 and ask your question, and we can try to respond from there. It might be easier.

[Yi Ling], maybe I can just hazard a guess here. If there is a reply from your name holder via e-mail, that is considered an affirmative response. Does that answer your question? Because we're not very clear what your question is asking.

Okay, we have a few people trying to speak on the phone, but we are unable to hear any of you. Can we just try to get [Yi Ling] to speak up

first while the others please hold on the queue? Yes, [Yi Ling], please speak on the phone. Press *6. If you dial in on the Adobe Connect, that's your microphone. You can turn on your microphone and speak from there as well.

[YI LING]: Okay, can everybody hear me now? I'm sorry.

JIA-RONG LOW: Yes, we can hear you. Thank you.

[YI LING]: Okay, Roger, right?

ROGER LIM: Yes.

[YI LING]: Okay. My question is that we want to send one verification e-mail for the e-mail using the same registrant contact. That helps us to decrease the number of verification e-mails we send out. But there's one issue that some domains they're using the same registrant contacts, but their other contacts like admin or tech they are different. So we cannot include all the information for all the domains in one verification e-mail since other [they may] have different e-mail address or phone number.

We are asking that if ten domains they are using the same registrant contact, can we send one verification e-mail to the registrant contact e-mail address with all the domain names for verification, not include other admin contact and the technical contact in the e-mail? Okay, am I clear?

ROGER LIM: Just to be clear, you're asking if you can use one e-mail to send to one registrant name holder who has multiple domain names in one e-mail. Is that correct? If you're just sending to that, it's the same person, I think it should be okay. But you have to clearly state which domain it's for.

[YI LING]: Yes, the registrant is the same person, but the admin contact and the technical contact they may be different person. So I'm asking that if our WHOIS verification e-mail we send upon the registration or update should include admin contact information and technical information in the WHOIS verification e-mail?

ROGER LIM: You should be verifying with the registered name holder, right? If we have, for example, five tickets to your company regarding five different domain names, then you should send five different e-mails.

[YI LING]: We should send five different e-mails.

ROGER LIM: If there are five different tickets or notices. [inaudible] example [inaudible].

[YI LING]: That's not regarding the WHOIS [inaudible], I mean upon the domain registration. Then we send WHOIS verification e-mail to the registrant [inaudible] holder to verify their information, right? Should that e-mail only include registrant name holder information, or we should include all the WHOIS information in the e-mail to be sent out?

ROGER LIM: Yeah, you're talking about upon registration, right? Now?

[YI LING]: Yes. Upon registration or update.

ROGER LIM: Or update? Yeah, it should be to registered name holder or account holder.

[YI LING]: Okay, I think I got your answer. Thank you. Okay.

JAI-RONG LOW: Okay, if we are unclear, you can always write back to us and we can try to answer the questions in writing. It's always not a problem. Let's move on to the next question. The next question we have is, Sumi? Okay, I think that next one is [Ling Xiao Feng]. "Do we need to save all EPP records with the registry operators?"

SUMI LEE: We'll follow up with Mr. [Ling] afterwards because I think we need some clarification on what exactly that references. Saving all EPP records with the registry operators in regards to what? I think we need clarification on that. But because we have so many questions in the queue, we'll get back to Mr. [Ling] individually. Could we move on to the next question then?

JIA-RONG LOW: Okay, let's take a question from the call line. Anyone have any questions on the call line? Just press *6 and speak up. Hello? Anyone? Okay, if not, let's move on. Let's move to a chat question. Sumi.

SUMI LEE: Okay, thank you. The next question would be from [Xiao Feng]. "One additional question regarding ERRP: Does 60 days meet one month prior to expiration?"

ROGER LIM: [Xiao Feng], just to be clear, the requirements are one month prior to expiration, one week prior to expiration, and within five days after

expiration. Your 60-day notice can be in addition to these three, but you must send on these three dates. I hope that answers your question. What you're saying is: Does 60 days meet one month prior to expiration? No, because you need to send at one month prior to expiration. You can send additional ones, but at one month prior to expiration, you must send one renewal reminder. Okay?

JIA-RONG LOW:

Okay, any other questions on the call? Let's take a question from the call. Press *6 to unmute yourself. Okay, it doesn't sound like it. Let's take the next question on the chat pod from [Ling Yi].

SUMI LEE:

Okay, the next question was: "If registries haven't applied the [A] and SRV record on the name collision listed domain in time, will ICANN warn the registry" – I believe that was meant to be registry – "break the compliance, or send ICANN DNS monitor warning letter?" Did you get that first part?

JIA-RONG LOW:

Okay, we will try to get you the answer for that from the team. Let's move to our next question first while they are doing that.

UNIDENTIFIED MALE:

Okay, I'll do that.

JIA-RONG LOW: This is from QWER2014: “E-mail must send to registered name holders e-mail?” I’m assuming this is regarding the renewal notices. If that’s a correct question, then yes. You need to send it to the registered name holder.

Okay, let’s take another question from the call lines. Anyone has any question on the call line, press *6. Okay, it doesn’t look like there is any. Sumi, are we ready for your response to [Ding Yi]?

SUMI LEE: Yes. In response, [Ding Yi], if you’re asking that the names on the registry operators name collision block list are registered, will ICANN Compliance be notified, if that’s your question, then the answer is yes.

Further, just so you know, registry related questions, you should definitely attend the registry roadshow that’s coming up. [Krista] and her team will provide a lot more details on that as well as the other members from the [registry team] [inaudible] APAC. We hope you join. The next registry roadshow is in Tokyo next month. I believe we’ve already sent out invitations to everybody in the community.

JIA-RONG LOW: There will be more information on the registry roadshow in the next slide, so don’t worry about that as well. Okay, I think I hear a voice on the call. I think this will be the last question because we are running out of time.

SUMI LEE: Also, if I may, for those questions that we were not able to answer, whether through the call line or in the chat, we will provide responses to everyone. We've been taking note of all of the questions, so please don't think that we are ignoring you. We have limited time, and we want to cover as many different questions as possible. Okay? Thank you.

JIA-RONG LOW: Okay, so any other question on the call? Okay, no question on the call. Well, I'm reading a question from [Aman]. Because we are running out of time, let me read the question and we'll take it offline with you on e-mail. [Aman], please feel free to write to us with your question. Again, we will get back to you or you can send me a private chat with your e-mail. We will write back to you as well.

[Aman]'s question is: "In a scenario where there are bulk transfers, let's say 500, from one RNH, can we send one FOA for all these domain names? Can we get the bulk approval via e-mail or FAX or DocuSign?"

I think we will take that question offline with you, [Aman]. If you don't mind, write to me on the chat with your e-mail. We will respond to you on that.

I apologize if we cannot take all your questions or if we couldn't answer your questions fully but, again, our communications lines are always open. Please feel free to write to us, and we will make sure to get you your answers to your questions.

Again, a small announcement that we will be posting the recording and the slides of the webinar. Those who are not sure where to download the slides now, you can download there on the bottom left. A recording and the slides will be made available as well as please go to the link and do the post-webinar survey for us. We will also provide all answers to the questions to everyone as well. These will be on the link. We will be [drafting] this out to everyone.

Now, a short announcement: as mentioned during the Q&A, we are very happy to have the registry services team flying around the world to do a registry roadshow workshop. For the Asia Pacific, the upcoming one will be in Tokyo in September 24-26. You can have face-to-face interaction with us, and we highly recommend that you come so if you have any questions we can answer them directly face-to-face and we can verify any issues you have.

For more information, just go to the link on this slide. For the Tokyo one, you can see that. For the roadshow in general, there is a link here on this slide as well, so feel free. I know like [Bashar] is from Kuwait. If you are interested in attending one nearer the Middle East, that's in Istanbul in November.

That's really it. Again, our lines for communications are if you'd like to join our mailing list or you have any questions, write to apachub@icann.org. For Compliance specific questions, write to compliance@icann.org.

Okay, I do have a question from [Sophia] on the roadshow in Japan. "When will the invitation letter be ready?" [Sophia], just write to us at

the apachub@icann.org e-mail, and we will make sure to get the invitation letter to you.

That's it for us for this webinar. Watch out for the next webinar in October. Thank you, everyone. I think this particular session, we've had a record-breaking number of attendees. Thank you so much for your support, and we hope to have as many participants if not more in the next webinar. Again, we apologize for any technical errors or issues.

We will be writing to everyone as well for feedback on what kind of topics you would like for our webinars, so watch out for that from our APAC Hub e-mail mailing list.

Thank you, everyone, for your time. Thanks so much, and thank you to Roger and your team. Thank you.

[END OF TRANSCRIPTION]