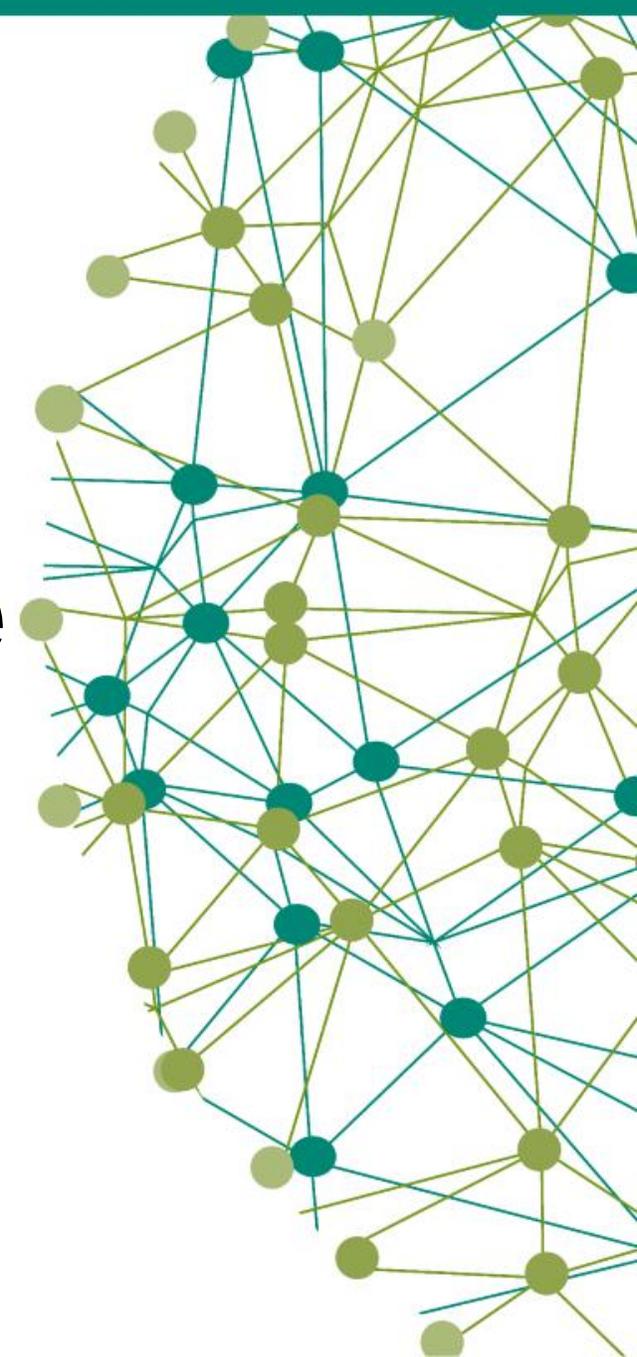




IE Domain Registry

Policy Advisory Committee

4 July 2019 Meeting - PAC#20



Policy Advisory Committee - Agenda

- 1. Membership Matters – Apologies, Welcomes and Terms of Reference**
2. Minutes of the Meeting of PAC#19 (28 March 2019)
3. Update on the policy change to remove restrictions on .ie domains corresponding to TLDs
4. Update on the policy change to introduce an Alternative Dispute Resolution Process (ADRP)
5. NEW - to modify .ie Policy with respect to mandating use of the abuse contact
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7. Short Break
8. Guest speaker presentation on online abuse with Q&A
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1 (b). Membership Matters

New Representative - Welcome

Welcome to our new representatives from:-

- Enterprise Ireland
- Irish Computer Society
- Mark Monitor

1 (c) Updates on the edits to the Terms of Reference (ToR) - as proposed at PAC#18

➤ **Board approval** received for the proposed edits, including changes to **Section 3.5.:-**

❖ **Edit:** Member term changed to 4 years (previously 2 years)

❖ **New:** No limit on the number of consecutive terms for Members

➤ **Schedule of *Eligible Organisations* updates:**

❖ Invites have been sent to:

- CyberSafe Ireland
- Competition & Consumer Protection Commission (CCPC)
- Irish Reporting and Information Security Service (IRISS)

➤ PAC [webpage](#) will be updated in July 2019 to include option for organisations to **express interest** in joining PAC

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2. Minutes of the Meeting of PAC#19

Meeting Minutes

- Meeting minutes are circulated to the membership within 2-3 working days of each meeting
- Comments/feedback accepted over a two week period
- If clarifications/edits are requested, and consensus exists, these are reflected in the Minutes
- Meeting minutes, and supporting slides, are published on IEDR.ie after the comment period has ended

Meeting minutes of the 28 March 2019 (PAC#19):

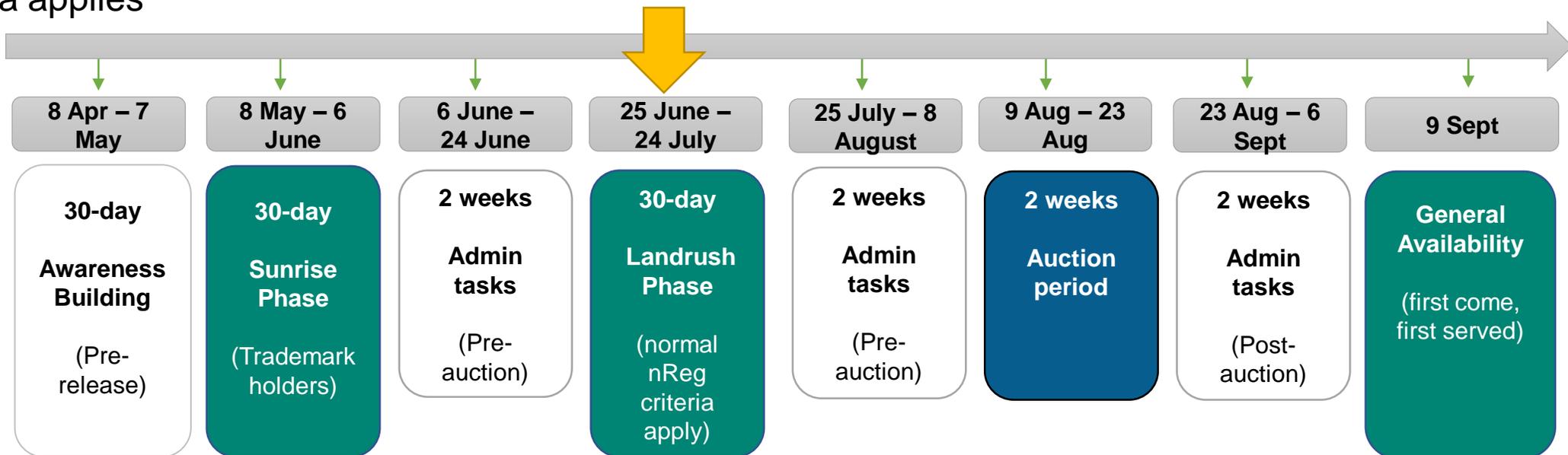
❖ Published online at <http://www.iedr.ie/policy-development-process/>

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3. Update on the proposal to remove the restriction on .ie domains corresponding to TLDs

- ❖ Final work item related to release of [aero.ie](#), [coop.ie](#), [post.ie](#)
- ❖ Precedent **phased-release mechanism** used (Sunrise, Landrush, General Availability).
- ❖ Sunrise began 8 May 2019, ended 6 June 2019: [post.ie](#) registered
- ❖ Landrush began 25 June 2019, ends 24 July 2019 - [aero.ie](#), [coop.ie](#) available for registration. Normal reg. criteria applies



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4. Updates on the proposal to introduce an Alternative Dispute Resolution Policy (ADRP)

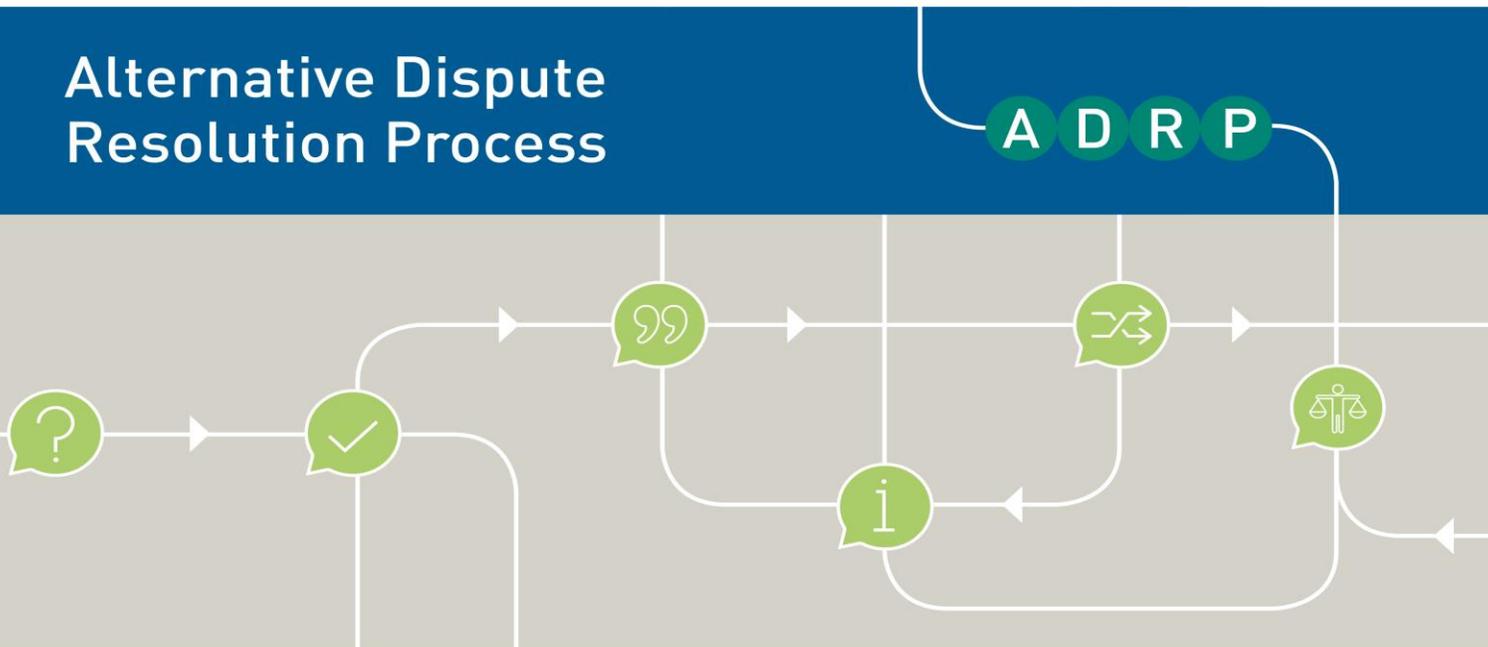
Action Points from the PAC#19 meeting:

- IEDR to engage with the NetNeutrals EU regarding final implementation considerations and contracting.
- IEDR to proceed with implementation:
 - Reverting to the PAC Working Group regarding potential changes/issues if they arise
 - Liaising with Registrars regarding implementation date and operational considerations (awareness and educational content is required)
 - Promoting the introduction of the ADR with a “Public Service style” notice

4. Updates on the proposal to introduce an Alternative Dispute Resolution Policy (ADRP)



Alternative Dispute Resolution Process



.....Launched
1st July 2019

4. Updates on the proposal to introduce an Alternative Dispute Resolution Policy (ADRP)

Engagement Updates:-

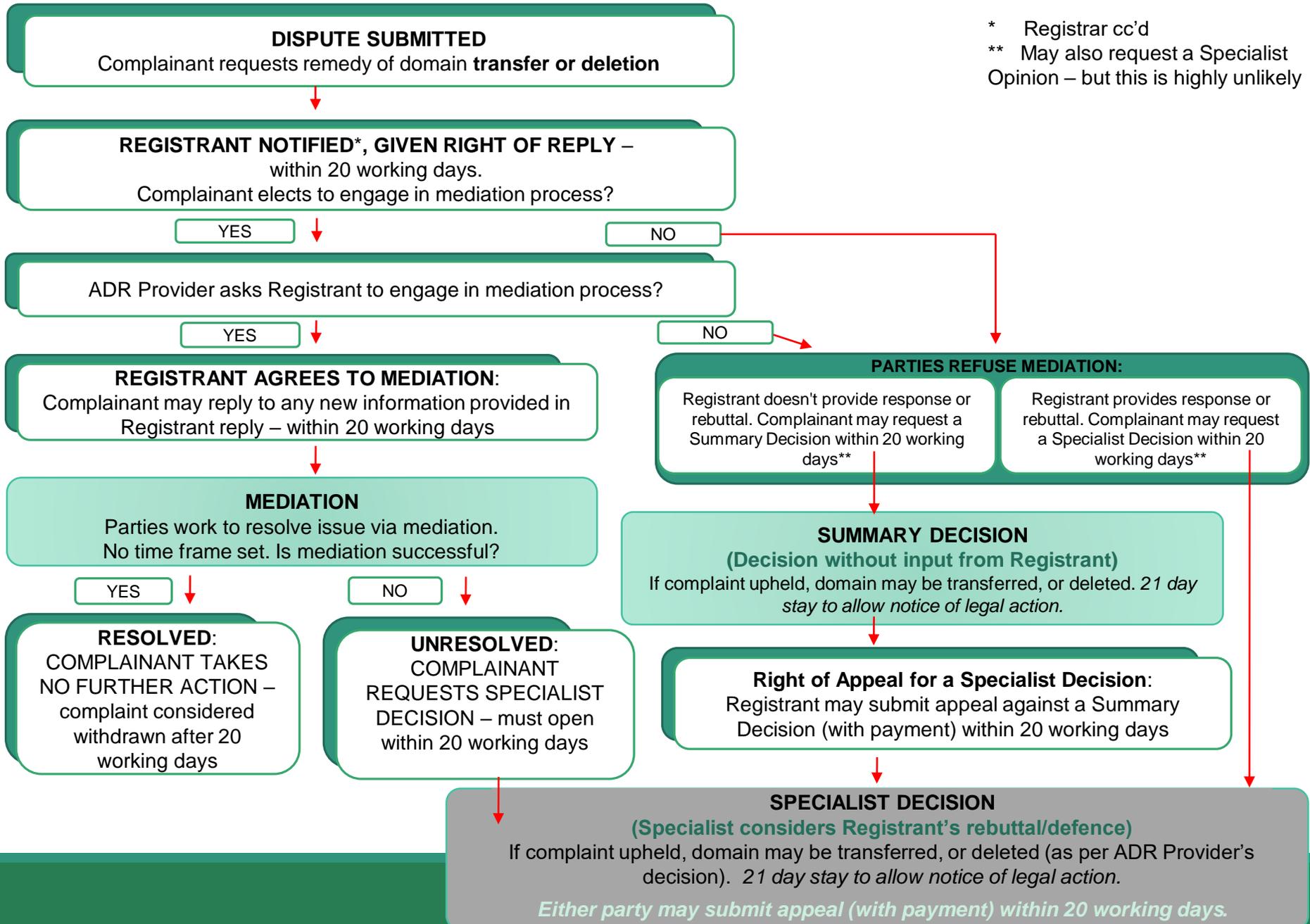
- IEDR finalised contracting with NetNeutrals EU in Q2 2019 and has been working to setup the new online process.
- IEDR engaged with the:-
 - PAC Working Group on finalising the text for the “Definitions” within the ADR Policy
 - Registrar channel on the necessary changes to the Registrant Terms & Conditions

4. Updates on the proposal to introduce an Alternative Dispute Resolution Policy (ADRP)

Promotional and Awareness-Building Updates

- Press release issued in May '19
- Promotional and awareness-building materials designed and circulated
 - ❖ Included plain-English Policy, FAQ and illustrative process flows.
 - ✓ These were shared with Stakeholders and the Registrar channel.
 - ✓ Further information is available at www.iedr.ie/adrp

4. Alternative Dispute Resolution – What we started with.....

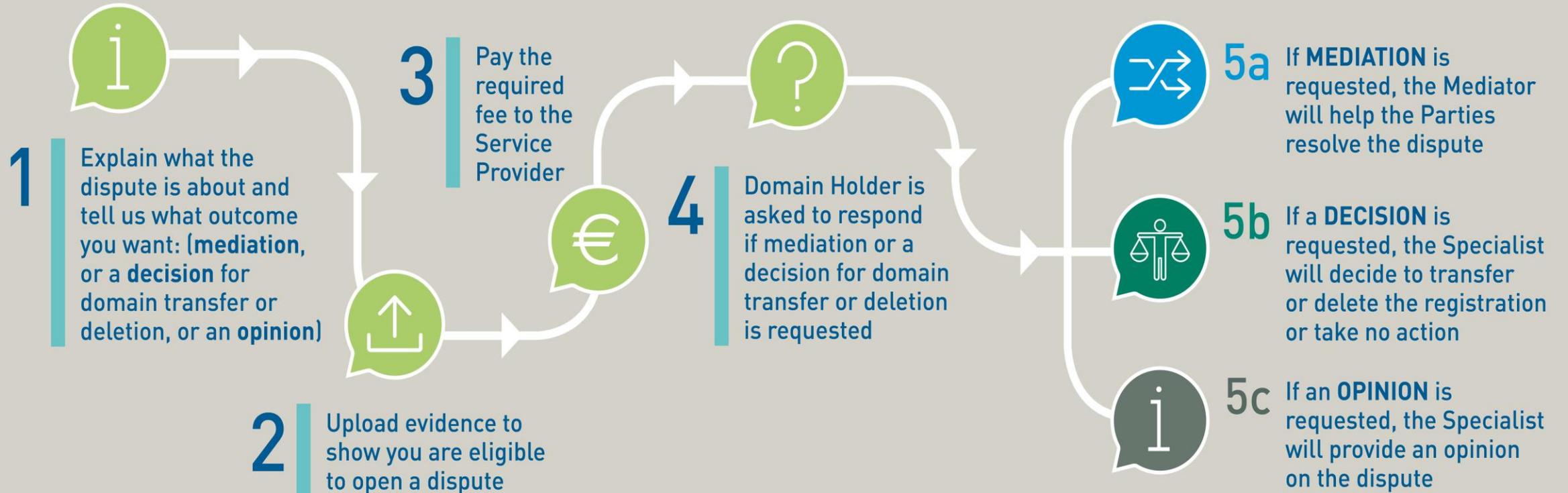


* Registrar cc'd
 ** May also request a Specialist Opinion – but this is highly unlikely

DISPUTE SUBMITTED
 Complainant requests
Specialist Opinion only.

SPECIALIST OPINION
 (Opinion does not result in action against the .ie domain)
 Specialist will provide opinion on issues including registration, domain "ownership", legal interpretations etc. based on evidence provided.

Alternative Dispute Resolution Process



Alternative Dispute Resolution Process

What is your preferred dispute outcome?



MEDIATION

Resolve the dispute with the domain holder with help from a trained mediator



DECISION

Request the transfer of the domain to you, or its deletion



SPECIALIST OPINION

Get an opinion from an experienced domain dispute specialist



Alternative Dispute Resolution Process

MEDIATION

Resolve the dispute with the domain holder with help from a trained mediator

REQUESTING MEDIATION

Explain what the dispute is about

Upload evidence showing you are eligible to open a dispute

Pay the mediation fee to the Service Provider

Domain Holder is invited to talk on the mediation forum



Domain Holder agrees to Mediation

If you can both resolve the dispute with the help of the mediator, the case is closed.

If the dispute isn't resolved, you can request a **decision** for domain transfer or deletion, or an **opinion**. Fees and criteria apply.



Domain Holder refuses Mediation

You can request a **decision** for domain transfer or deletion or an **opinion**. Fees and criteria apply.

(Fees paid for the Mediation Service will be refunded).



Alternative Dispute Resolution Process

DECISION

Decision to transfer or delete the registration

REQUESTING A DECISION

Explain what the dispute is about

Upload evidence showing you are eligible to open a dispute

Pay the required fee to the Service Provider

Domain Holder is asked to respond to the dispute



Domain Holder responds to the dispute

The Specialist will decide to transfer or delete the registration or take no action

(SPECIALIST DECISION)



Domain Holder fails to respond to the dispute

The Specialist will decide to transfer or delete the registration or take no action

(SUMMARY DECISION)

Appeal Process is available – Fees and criteria apply



Alternative Dispute Resolution Process

OPINION

Get an opinion from an experienced domain dispute specialist

REQUESTING AN OPINION

Explain what the dispute is about

Upload evidence supporting your claim and showing you are eligible to open a dispute

Pay the required fee to the Service Provider



Specialist will provide an opinion on issues including registration, domain ownership, legal interpretations etc., based on evidence provided



4. Updates on the proposal to introduce an Alternative Dispute Resolution Policy (ADRP)

Next Steps:-

- Sincere thanks to all for the hard work in reviewing and implementing this policy change 😊
- Policy change **conclusion** expected at PAC#21 - in line with Policy Development Process
- Net Neutrals will **raise awareness** of the service in national press in July-Aug '19
- Net Neutrals will **monitor** the process operation to identify potential **enhancements / friction** - IEDR will provide an update at the PAC#21 meeting
- Feedback welcome from PAC members

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5. NEW – To modify .ie WHOIS Policy with respect to mandating use of the abuse contact

- New policy change request, submitted by Blacknight Solutions
- Relates to the **abuse contact on the .ie WHOIS service**
 - *WHOIS provides technical and registration info on .ie domains*
- Currently an **optional** contact field
- Can be populated with an **email address** (set by the Registrar)
- Email address can be used by the Public to report concerns of online abuse
- Policy change proposal seeks to make the field **mandatory**

Policy change proposal / New Policy proposal	
1	Proposal Originator Michele Neylon michele@blacknight.com 0599183072 Blacknight Internet Solutions Ltd
2	Date 29 March 2019
3	Policy Proposal Name: Modify .ie WHOIS Policy with respect to mandating use of the abuse contact field
4	Policy Proposal type: <i>modify</i>
5	Purpose and benefits of the proposal : Improve abuse reporting at the registrars level in the .ie namespace. Improve perception of the .ie namespace as being responsibly managed by IE accredited registrars
6	Please indicate any perceived problems (issues you envisage) Some smaller registrars may not have an abuse contact and might be confused by this requirement. There is also a potential for an increase in spam / UCE being sent to the registrar as there will be a scrapable email address available via whois Some parties may desire that the updated policy be expanded to include other obligations on registrars with respect to abuse report handling.
7	Policy proposal grounds: please indicate the reasons for your proposal (what is wrong/missing/inadequate etc. with the status quo?) It is industry best practice to publish an abuse contact for all allocated resources be they names or numbers. In the gTLD space both registries and registrars are required to provide an abuse contact both in their public whois and on their websites (if they have them) The current IE policy allows registrars to NOT publish an abuse contact in public whois, which means that reporters must either contact IEDR directly or try to find another contact point. The current policy also has some language that broadens the scope of the abuse-c outside of areas that are "pure" abuse. The language in the current policy refers to "anti-social behavior" which is highly ambiguous and not narrowly enough scoped. The current language also does not explicitly reflect that the abuse contact in the whois output only refers to the specific domain that was being consulted.
8	Policy term proposal: Permanent
9	Policy statement/text: <i>"An abuse contact email address field must may be published on the .ie WHOIS output, where the nominated Billing Contact is an accredited .ie Registrar and has opted in to publish this information. This abuse contact email address is to enable anyone to report allegations of online abuse, illegality, or other anti-social online behaviour in respect of a the associated .ie domain. Where the Billing Contact opts not to publish an abuse contact email address, the WHOIS shall display "Service not supported currently"."</i>



Whois result: iedr.ie

The result of your domain name search is detailed below:
You can see your Whois result below:

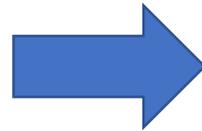
% Rights restricted by copyright; <https://iedr.ie/index.php/mnudomregs/mnudnssearch/96>
% Do not remove this notice

Domain: iedr.ie
Domain Holder: IE Domain Registry CLG
Admin-c: IH4-IEDR
Tech-c: ITS2-IEDR
Account Name: IEDR

Registrar Abuse Contact: abuse@iedr.ie

Registration Date: 16-March-1999
Renewal Date: 01-January-2025
Holder-type: NonBillable
Locked status: N
Renewal status: Active
In-zone: 1
Nserver: ns0.iedr.ie 77.72.74.133 2a01:4b0:0:6::5
Nserver: ns2.iedr.ie 77.72.78.88 2a01:4b0:2:2::88
Nserver: e.ns.ie
Nserver: f.ns.ie
Nserver: ns.heanet.ie
Nserver: a.ns.ie
Nserver: b.ns.ie

**Sample
WHOIS
record
for iedr.ie**



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6. Discussion –

to gauge interest in participation on a discovery group regarding the handling of reserved / restricted names

As part of the on-going discussion on handling reserved / restricted names, PAC has:-

- ❖ acknowledged the need for enhanced determinism, consistency and clarity regarding reserved / restricted names
 - *Some names appeared as self-registered to IEDR, to ensure they are unavailable for registration (avoid confusion e.g.uk.ie).*
 - *Other names appeared as available, when they weren't (geographical place names e.g. ThurlesTown.ie).*
- ❖ discussed broadly how this should be updated within policy

6. Discussion –

to gauge interest in participation on a discovery group regarding the handling of reserved / restricted names

Since PAC#19 –

- ❖ IEDR has identified **a number of potential, suitable options** (when considering the appropriate **policy** response that accommodates the points raised)
- ❖ IEDR would like to launch a **Discovery Group** to review / discuss these options via conference call in the coming weeks
- ❖ Feedback will be considered when drafting the policy response
- ❖ If interested in participating, please notify the Secretariat – smccreesh@iedr.ie



IE Domain Registry

Short Break followed by
Guest speaker presentation on abuse

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9. Any Other Business

- a) Industry related developments/relevant legislative changes to be outlined by PAC members
- b) NIS Directive



IE Domain Registry

PAC # 21 Meeting

Proposed date:

12 September 2019