
ICANN85 Mumbai | CF – GNSO: RrSG Membership Work Session (1 of 3)
Tuesday, March 10, 2026 – 13:15 to 14:30 IST

OWEN SMIGELSKI

Oh, did he?

ZOE BONYTHON

All right, just to interrupt quickly. We are going to start very shortly. Please, can everyone go into the Zoom room? The link is in the schedule. It is also in the reminder email that went to the member list. We will be managing queues through Zoom, so please go into the Zoom room. Not to mention the most important thing, obviously, this is an RrSG membership meeting. There will be polls, and so therefore-

OWEN SMIGELSKI

You need to be in the Zoom.

ZOE BONYTHON

You need to be in the Zoom. So please enter. Thanks.

OWEN SMIGELSKI

Much better selection.

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.

ZOE BONYTHON

All right, folks, we got a big agenda, so we are going to get started on time. Can we please start the recording?

LUC SEUFER

Recording in progress.

DEVAN REED

Good morning, good afternoon, and good evening. Welcome to the RrSG Membership Work Session 1 of 3. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior, the ICANN Community Anti-Harassment Policy, and the ICANN Community Participant Code of Conduct concerning statements of interest. Please observe the following guidelines to participate in the session. I will also put them in the chat for your reference. Only questions posted in the Zoom chat identified as question will be read aloud during the session, as time permits, and when directed by the chair of the session. If you wish to speak, please raise your hand in Zoom or otherwise as directed. When speaking, please state your name for the record and speak clearly at a moderate pace. I will now hand the floor over to Owen Smigelski. Please begin.

OWEN SMIGELSKI

Thank you, Devan, and hello, everyone. Welcome to the first of three Registrar Stakeholder Group membership sessions today. I know in a previous room we had some problems hearing the mic, so people who are online, if you can't hear us, please do let us know

in the Zoom chat so we can be sure to speak appropriately. We have a packed agenda, so we are going to dive right in. First, I just want to preface by saying that for those of you who came prepared to the meeting and have already reviewed the agenda that Zoe shared in the Registrar's Guide to the ICANN meetings, we have adjusted some of the stuff on the schedule. If you're wondering why we're not doing your particularly favorite exciting thing, it may come later or it may come earlier.

With that, we will go on to our first poll question. Because we are the registrars, of course we have a poll to start everything off. What is the level of spice of the RrSG? Mild, medium, spicy, or extra spicy? Please do vote. All right. Let's close the poll and see what the results are. We're spicy. Good to know. Thank you everyone for voting there. Here's the agenda that I mentioned. I didn't realize that we were going to be doing the polls there. Without further ado, I'll pass it over to Eric with the outreach team.

ERIC ROKOBAUER

Thanks, Owen. Hey everybody. This is Eric Rokobauer, your outreach team chair, and we're going to go over the survey results. If you remember, one of our initial projects was focused on gathering feedback regarding our current RrSG engagement processes and strategies. We came up with a set of questions to ask the RrSG members to understand what is and isn't working effectively. We did this in two phases. In ICANN84, we did a live polling presenting those questions. Following that and having

discussion at ICANN84, we refined some of those questions and added new open-ended questions to create a survey that was distributed via our mailing list. We asked for you to respond, and we closed those up until January of this year. We're going to go through those today. There are a lot, so buckle up.

The outreach team did conduct an initial review, and we have some comments and some observations and questions we'll ask for this group today. We're just looking for your feedback through the discussion to see what we can use for new strategies that the outreach team will consider. A couple of comments I'll make, too, because this is going to be a little interesting. Kudos to Zoe for trying to compile this in a way that'll be easy to understand. The results are going to be divided. As you can see on the left side, we have the answers from ICANN84, and on the right will be the survey results. The numbers you see for ICANN84 in the survey, respectively, represent unique registrars. If there was a registrar that participated in both the live poll and the survey, they only get counted once. They're not reflected in both datasets. We want to make sure to count the unique registrars as best we could.

One other observation: it will be important to remember that the portal was not active or in use when we were doing the questions at ICANN84 and the survey itself. What you're looking at here are online membership meetings. There is not too much observation the outreach team has here. If you've got comments you want to make, we are happy to take those now. You may not have noticed yet, but we have no scheduled meetings out for the RrSG. Why not

use this time to ask a polling question to see how people are feeling with the recent alternate time cadence? We'd like to ask: would you like to see the RrSG membership meetings continue to be held in the alternate 11:00 UTC and 16:00 UTC post-ICANN85? I want to comment that whatever results come from this, it's not going to be the ultimate decision. This is just to gauge an understanding. ExComm will take that into consideration. Please fill this out.

ZOE BONYTHON [laughing]

ERIC ROKOBAUER So let's see the results.

ZOE BONYTHON It's in the chat.

ERIC ROKOBAUER Oh, we have it in the chat.

ZOE BONYTHON [laughing]

ERIC ROKOBAUER Okay, it's not me. Owen, it's your AM face.

OWEN SMIGELSKI

It's 04:00 AM.

ERIC ROKOBAUER

[laughs]

OWEN SMIGELSKI

For those in the chat, it's now actually 04:00 AM, thank you to daylight savings time.

ZOE BONYTHON

[laughing]

ERIC ROKOBAUER

And resounding over fifty percent with a yes, so great. Thank you very much. We can go ahead and move on to our next result.

MICHELE NEYLON

Michele has-

ERIC ROKOBAUER

Oh, but Michele has a question. I'm sorry. Go ahead, Michele.

MICHELE NEYLON

Yeah, thanks. Michele here. I don't particularly enjoy seeing anybody's 03:00 AM or 04:00 AM face. I think maybe other time slots that work well for Europe and potentially other regions are a better option for Owen. Or is there somebody who can fill in for him so

that he doesn't have to wreck his beauty sleep? Because we know you need it.

OWEN SMIGELSKI

That's okay. My boss knows that I sleep the rest of Mondays when that happens. No, I will be there whatever time, so it's not that. My consideration is the impact that it's had on attendance. Do we have more? The goal was to increase APAC participation, and so we're going to look at the data to see what that does. Overall, are there more attendees for the meetings? That's my concern, and when I fill out the survey, I tick the box for all twenty-four time slots.

ERIC ROKOBAUER

This is Eric. Thank you, Michele. That's a good call-out, and I think that's an opportunity for any RrSG members. If there is an interest in seeing another time, I'd love to hear that, and I think ExComm would want to hear that as well. Let's go ahead and move on to the next question. Another nuance is that during the ICANN84 poll on the left side, you'll see that you could select more than one choice. For the survey, you could only choose one. This is also why when you see the totals for ICANN84 and the survey, the numbers only represent the unique registrars that responded. The survey totals to fifteen for the first most valuable question versus the left side, which is not going to total because you could choose multiple options.

As far as the most valuable, the outreach team had no additional comments to add there. What we did want to raise that we found interesting was the bottom question, the least valuable. If you look at the survey, guests was selected as the least valuable. We found that interesting as this was one of the items that came out of the strategy session as something that would be interesting to include for our membership meetings. I would love to hear thoughts there. I see there's a queue. Zoe, you have something to add, too?

ZOE BONYTHON

Yeah. Sorry, I just wanted to mention, just in case there are folks on the call who are only listening, it would be great if you could just read out what the top one was. Thanks.

ERIC ROKOBAUER

Absolutely. Before we go to the queue, I'll just say real quick the top question: what aspects do you find the most valuable from membership meetings? Overall, the topic discussion was the most chosen. The second question, which we're interested in learning about a little bit more, was: what aspect do you find the least valuable from membership meetings? During ICANN84, admin update was selected as the most. But when it came to the survey time, which is probably an observation to make, we started introducing the alternate time meetings. Never mind what I just said. Disregard what I just said. Let me go to the queue. Michele, please go ahead.

MICHELE NEYLON

Yeah. Thanks. I think this is interesting and worthwhile because assuming that X or Y is better or useful is always dangerous, so getting some data is really helpful. I would add that I call it the PDP/IRT update. I suspect that that would depend a lot on what PDPs and IRTs are active at any given time. Some of them, while they may be absolutely the most fascinating thing in the world if you get super excited about that particular topic, are like watching paint dry for those of us who may not be as excited.

Regarding guests, I think sometimes some people really do bring a lot of value. I think it's important that we as a group are open to that. It's not the concept. I don't have an issue with guests. I think maybe some of the guests might not be the best guests in the world. I don't know.

ERIC ROKOBAUER

Thank you, Michele. Next, Sarah.

SARAH WYLD

Thank you. Hi, this is Sarah. I find this really interesting and surprising because I really like having the guests, but I have heard from some other people that they don't so much. I wonder if it means we're not getting the right guests, and so maybe something we could think about is who would be better to have if not the people we've had so far. Thank you.

ERIC ROKOBAUER

Thank you, Sarah. This is Eric. I'll add that the outreach team also thought maybe it's just that the guests we're providing are not what's being looked for. Owen, you're up next.

OWEN SMIGELSKI

Thanks, Eric. Owen Smigelski. I was also surprised by guests because I remember that being a big takeaway from the strategy session in Prague. I must confess I've been responsible for some of those guests, so maybe I'm to blame. It would be good to know if it's guests in general or just those guests. What would you like? We take great pains to make sure that the guests we do bring have something of interest to registrars and that it's a non-commercial approach. Yes, they do have businesses, but they come to us in a non-commercial way, so that's a big thing that we stress. Apologies, we'll have somebody as a guest on March 30th at the membership meeting. Hopefully, those who say they don't find it very helpful can give that feedback so we could either stop doing it or custom tailor it better. If you have guest ideas, please do let the ExComm know. It's just us spitballing generally. Thanks.

ERIC ROKOBAUER

Thank you, Owen. And Beth, I see you have a hand up. Please go ahead.

BETH MARTY

Hello, good morning. Beth Marty with Name.com. I'm going to reiterate everything everyone has said, and also, I think timing is a big consideration. Sometimes we have guests and they're given a lot of time, and it just takes away from some of the other stuff in the meeting. A reasonable amount of time given to guests on very specific topics is better, and I agree with Luc's comment that having ICANN staff as an example is great, but having a sales pitch is not so good.

ERIC ROKOBAUER

Great. Thank you very much, Beth. I want to put my hand in the queue. One idea maybe for our portal: do we have a guest chat room? If people have interesting ideas for guests, they could throw those in the chat and those could be thoughts that we introduce. Maybe we just get a way of intaking more guest ideas. Let me put my own hand down. Michele, please go ahead.

OWEN SMIGELSKI

We do have a mailing list.

ERIC ROKOBAUER

We also have a portal.

OWEN SMIGELSKI

Which I will not be using.

ERIC ROKOBAUER

Well, that is interesting. We will have a section about the portal, so maybe that'll be a chance we can understand more about your feelings for the portal. Thank you, Owen. All right, we'll go ahead to the next results. You've got two here. The first one: what percentage of your current job role is related to participating within the RrSG and ICANN-related stuff? Our outreach team observed consistency there. For the second question: how many coworkers are also engaged in participating? The survey showed that there was more just the individual. Curious, is there anything we could do to encourage other members from your registrar to join, or is this truly a hard no? Just looking for ideas.

Next slide, please. Here you've got preferred general level of engagement within the RrSG. For both the poll and the survey, you could choose more than one answer. For the second question: how do you prefer to engage within the RrSG? For both of these, outreach observed members prefer active engagement over passive, which is great to see. It just reinforces the work we're doing now. Any differing thoughts? Sarah.

SARAH WYLD

Thank you. This is Sarah. I'm noticing that people prefer reviewing materials, and there's preference for meetings, which tells me that both of those things are useful. We should continue to provide materials that people can review asynchronously while also continuing to have meetings. I think that's great. Let's keep doing that. Thank you.

ERIC ROKOBAUER

Thank you, Sarah. Couldn't agree more. Beth, your hand's up. Please go ahead.

BETH MARTY

Yes. Hi, Beth Marty with Name.com. I have found that the live meetings and live participation helps me stay abreast. If I am not attending things and I am listening to recordings, it's easy to not get as much detail. That goes to your previous question about others engaging in this work. It is so detailed and intricate at times that it's hard to have two heads joining at the same level. There's a lot of expectation for deference and allowing others to be experts, and that's the value of this group. Within my organization, that's also where I'm providing value. It's hard to put another person on that same spot and adding that much effort towards it. I really appreciate these live discussions for those reasons.

ERIC ROKOBAUER

Thank you, Beth. Well said. Michele, your hand's up.

MICHELE NEYLON

Speaking on behalf of my own company, I've tried to get various staffers to engage, and I think one might still be doing something with the finance. So you've got my finance manager. But apart from that, it's been very hard to get them to actually actively engage. When there's materials that are produced summarizing what the hell is going on with X, Y, or Z, or how registrars should approach

whatever hot topic, I can circulate that to the people who have to go off and do things. I can use that as a resource to try and explain internally what we need to do. They may not have either the time or the inclination to attend meetings, and trying to get them to do that is really hard. I do bring a couple of my staff to meetings in Europe when I can. Unfortunately, I won't be able to bring two to Manchester since one of them is insisting on getting married several days before the meeting. Yes, I said that to her. I've offered it to other ones, but trying to get some of them to actually attend a thing is really hard. Saying to them that they must read a document is relatively easy.

ERIC ROKOBAUER

Excellent. Thank you, Michele. All right, let me move on. This next slide is a doozy. There were questions that we asked during ICANN84. The way we presented it wasn't the clearest, which led to more questions, so we refined it during the survey to add a little more clarity. This is about understanding the use of Zoom and the main transcripts. The goal was to understand if there was one preferred. The Zoom transcript has improved over time, so we wanted to know if we should keep doing both. If there was a lack of interest for the main transcript, we could save costs as it is more expensive. However, the main transcript still is utilized, so the outreach team believes we should continue to use both. Any differing thoughts? I'm seeing Michele in the chat.

MICHELE NEYLON

Yeah. Thanks. Michele here. I read Zoe's notes. I have no time, no inclination, and no bandwidth to go off listening to recordings and transcripts. Transcripts are very useful if you are looking to see exactly what somebody said about a particular topic for archival purposes. But do you voluntarily read transcripts? Seriously, get hobbies, people.

ERIC ROKOBAUER

I will add that Zoe's notes are great, but sometimes it's just another way of reading depending on how you use your time. But clearly there's some responses in favor. Regarding what would make you consider participating more actively in the RrSG, better meeting times was a big one at ICANN84. We added the alternating times, and in the survey, meeting times went to zero, which is great, though lack of time remains an issue. One comment stated: RrSG is a long-term investment. I appreciate the group a lot, but not all of us can participate in policy development, and that's okay. I appreciate that it's there, and I'm conversant enough to jump in when issues are fast-tracked or impacting our businesses in the short and medium term.

On the question of whether you feel confident you are informed about RrSG activities, for the most part, we see "yes completely" or "mostly." The time thing is what we find the most fascinating. We hope the portal is going to address some of that by increasing ease of access. Any thoughts? Sarah, your hand's up.

SARAH WYLD

Thank you. This is Sarah. I find it interesting that on the second question, the most common response dropped from completely informed to mostly informed. For those who selected mostly on the survey, I'd love to hear what you're not informed of so that we can do better at that informing. Thank you.

ERIC ROKOBAUER

Thank you, Sarah. Remember, these numbers are unique registrars, so there were no changes between responses, but it is a good call to understand why "mostly" was chosen. Moving on, regarding how you prefer receiving updates, the overwhelming choice was topic-specific emails. Does this mean members would rather get emails specific to just one topic all the time? Sometimes we send emails with multiple topics when they conflict. Sarah, please go ahead.

SARAH WYLD

Thank you. This is Sarah. I really appreciate that we have both an email list and Signal groups. The Signal groups are a great way for us to coordinate in the moment and to informally work out what we think about things. Because the email list is not in the moment, it's easier to refer to it later. I do like having topic-specific emails because that can help keep the conversation organized. I would certainly continue to have both.

JOTHAN FRAKES

Thank you. The new portal really lets us segment things and have them very organized. I appreciate that when I have to come back to something. Zoe's notes are fantastic, and we have the scribe work from when we're meeting in person. Subject lines and specific topic emails are really helpful for making filters in your email to file them or to come back to later. Signal can be very ephemeral; you jump around and it bounces a bit. I really appreciate the organization we have with our topics.

MICHELE NEYLON

I tend to use instant messaging systems differently than email. I can forward an email or find an email in ten years' time, assuming Outlook actually cooperates. You can do a lot more with email in terms of manipulating and sharing it. Messaging systems always have certain limitations. Most of my staff aren't in any of the groups, so it is not of any use to them. They work off email, so emails are really useful.

JOTHAN FRAKES

It's a new topic. The thing that's really great is to be able to discover mailing lists to participate in. The portal is a great discovery tool to understand when there's a mailing list on a topic that's important to me. You can find mailing lists related to different working groups and participate as observers.

ERIC ROKOBAUER

Thank you, Jothan. I realize I am hitting my time. Regarding whether you feel your voice is heard, it was an overwhelming yes. Regarding challenges with participating in online meetings, most of it reinforces that the portal will help. One call-out is identifying the right timing and format for introducing new topics. Members feel there is not enough time during AOB. Regarding specific topics or areas of interest, prioritization is something ExComm should consider. Outreach will also take the directory of TLDs into consideration. As for company goals, it looks like the RrSG is functioning as we'd want, providing networking and best practices. If there's anything else you could consider adding, please let the outreach team know.

Regarding the primary reasons you joined and why you remain, outreach is going to take a look at these to see if there's more we can do within the portal. We'll use this for outreach to non-members as well. Regarding what prevents you from engaging more, lack of time is something we always see. We'll keep trying to figure out ways for the portal to help combat this. Finally, regarding resources or support, recognition is appreciated. We hope the portal addresses a lot of these things. Outreach is going to take these into consideration and we'll probably do more surveys. If there are any more questions, I'm happy to do it now.

SARAH WYLD

Thank you. This is Sarah. I think it's really useful to hear from the membership on these topics, and I liked how you laid out the information from the survey results. Thank you.

OWEN SMIGELSKI

I think for me, one of the most valuable things about being part of this group is the connections. Often somebody will ask me internally if we know somebody at a specific company, and through this, I either know somebody directly or can find someone who does. Having those connections is incredible.

ZOE BONYTHON

I'm going to big up the portal again because now you can go into a registrar and see who their representatives are if you can't think of it off the top of your head. Thanks. We've had about a month and a half of the portal being properly launched. I'm going to be asking some general questions today to get feedback. We are in the process of drafting an RrSG privacy policy with a team of lawyers to address concerns. It's not a super simple thing to do, but that is in process. In the poll, eighty-three percent said they are using RrSG 1. Majority use it a few times per week. Most say their experience has been good or excellent. Most say it makes finding information on RrSG-related matters easier. Michele, would having a privacy policy in place make a difference?

MICHELE NEYLON

Fundamentally, yes. When the emails came out, you click on the email and you have to agree to the terms. There was no way I was going to agree to those terms and I instructed my staff not to because you're transferring personal data outside the European Union without a privacy policy in place. Once you've got that in place, we'll probably sign up.

ZOE BONYTHON

Namecheap has standard contractual clauses that ensure data is protected under GDPR.

MICHELE NEYLON

The portal is not operated by Namecheap. I'm not in any kind of contractual relationship with Namecheap. What Namecheap has in place is irrelevant.

ZOE BONYTHON

Fair enough. We'll have that policy up and running soon. Does anyone else have thoughts on challenges or additional features for the portal? Prudence, we'll start with you.

PRUDENCE MALINKI

Overall, I think the portal is fantastic. However, the challenge I've personally experienced is locating things. Things are located within things within things. You have to go to a page, then another page, and you have to remember where that page is. Finding documents you need to use over and over again can be really challenging.

SARAH WYLD

The portal has a search box at the top, which I have found helpful. Sometimes documents I know exist don't come back in the search, and I have reported those to Zoe. We also had a plan for a broader document repository that's not yet built.

PRUDENCE MALINKI

I look forward to the repository because that will resolve my issue completely.

ZOE BONYTHON

When you do a search, initial results come up, and then you need to hit "Find All" to show every reference on the portal. This exists to future-proof the system. We're trying to prioritize what might be the most obvious search first. This was only intended to be phase one. It's better to start at a basic level and build on that. Hongfu.

HONGFU MENG

Thank you to the developers for RrSG 1. It is a wonderful tool. Being on Council and in working groups, this is a one-stop shop for me to keep track of everything. Because of the amount of information, it takes time to get used to the portal. I'm wondering if we can have a document to help people navigate better.

ZOE BONYTHON

We could have a user guide. Brandon.

BRANDON EASTHAM Brandon from DreamHost. A user guide would be helpful. One feature request: a more robust MFA that's authenticator-based versus just email.

ZOE BONYTHON We will look into that. We're starting to build a list of things to do in the next fiscal year budget. Mohit.

SARAH WYLD Mohit for the record. When you view the portal in dark mode and see the calendar, it throws some high contrast colors. Just a feedback for the developers.

ZOE BONYTHON That's exactly the sort of thing we want to hear. Visual as well as content. Eric.

ERIC ROKOBAUER Do we know what the timeout is for being logged in? I log in and it seems like five minutes later I've got to log back in again.

ZOE BONYTHON It has a half-hour timeout. That was purpose-built at our request.

PRUDENCE MALINKI

We're going to talk about all things Review of Reviews. We've got three topics, including organizations the gang is monitoring. This is your opportunity to tell us what to do. The Review of Reviews proposal was recently updated. There's a deadline of tomorrow for feedback. Bucket A is now called Accountability and Transparency. On Structural Review, we have two options. Option one means a review of the structure and composition of an SO or AC is not mandatory and only happens upon request. Option two means that review becomes a mandatory element of the structural review. We want guidance on which way we should go.

SARAH WYLD

Option two makes more sense. If it's optional, people can just decide they're fine and don't need to be reviewed. It makes more sense to require that the structure get reviewed.

PRUDENCE MALINKI

Because we don't know the impact of the outcomes, it's not clear where we should go. Chris explained that we can't offer a position on the structural review without understanding the status of a recommendation. Is it binding? Owen, your hand is raised.

OWEN SMIGELSKI

Under structural review, it says "plus overall structural coherence." I'm guessing there's more to that document?

PRUDENCE MALINKI	It's a three-page document. For the organizations we monitor, the list is very US-centric. There may be other regional governments you want us to look into. We're looking at the UN, OECD, and RIRs like AFRINIC. Mohit.
MOHIT	Given the court cases in India we are actively monitoring, we should also have a closer look at the Ministry of Electronics and Information Technology.
LUC SEUFER	It would make sense to have one of the gang members on the Technical Community Coalition for Multistakeholderism.
JOTHAN FRAKES	We should do ECHO and regional ccTLD organizations like Centra or APTLD.
PRUDENCE MALINKI	Thank you for those suggestions. We have a poll to see who is a member of other groups besides RrSG, like INTA, ECTA, or I2C. Hongfu.
HONGFU MENG	NetChina is also part of the APNIC RIR.

MICHELE NEYLON

We have membership in multiple IXPs like INEX and AMS-IX. We are members of RIPE. TorrentFreak is a good resource for copyright issues. CircleID and Domain Name Wire are also useful. RIPE has a cooperation working group that anybody can join. RIPE NCC has a government engagement team. When it comes to net neutrality, RIPE is all over that. They don't understand domains generally and think they are weird things.

SARAH WYLD

I'm a member of CIRA. I follow the Internet Society and the IGF Canada chapter. I wonder if any of us are following the IETF, though that's more techie than governance.

MICHELE NEYLON

IETF is tech wizardry, but it has a tangible impact. We have seen things come out of IETF developed by people who didn't talk to those who have to operationalize it. DNSSEC and the transfer of domain names are prime examples.

BETH MARTY

The work done by the SSAC is also governance-related. The strength of the RrSG is having folks following these different groups so we can suss out parallel issues.

MICHAEL BAIERL

Regarding IDN EPDP and variants, 42% don't know what variants are. Almost one-third are supporting them now. If you're

interested, I did an explanation in the CPH TechOps session. Technically, once TLDs are delegated to the root zone, there's no difference between variant TLDs and LD set TLDs. Everything will work the same.

OWEN SMIGELSKI

We are at time. Strategy planning will pick up at the next membership meeting. Sebastian Duco brought chocolates from Germany. Please have some so I'm not tempted to eat all of them. We will be back in thirty minutes. Thank you.

[END OF TRANSCRIPTION]