
ICANN85 Mumbai | CF – ccNSO: Welcome Session
Tuesday, March 10, 2026 – 9:00 to 10:00 IST

CLAUDIA RUIZ

Hello and welcome to the ccNSO Welcome Session. My name is Claudia Ruiz and I, along with my colleague, Joke Braeken, are the participation managers for this session. Please note, this session is being recorded and is governed by the ICANN Community Participant Code of Conduct, the ICANN Expected Standards of Behavior, and the ICANN Community Anti-Harassment Policy.

Please observe the following guidelines to participate in this session. They will be posted in the chat for your reference. During this session, questions or comments submitted in chat will be read aloud if put in the proper form as noted in the chat. Interpretation for this session will include English, Spanish, and French. If you would like to speak during this session, please raise your hand in Zoom.

When called upon, virtual participants will be given permission to unmute. On-site participants will use a physical microphone to speak. Please state your name for the record and the language you will speak, if speaking a language other than English, and please speak at a reasonable pace to allow for accurate interpretation.

Thank you, and with this, I will now hand the floor over to Alejandra Reynoso, Chair of the ccNSO. Thank you.

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.

ALEJANDRA REYNOSO

Thank you, Claudia. This is Alejandra Reynoso, and I will speak in Spanish. Good afternoon, good evening to all our remote participants. I'm really pleased to be here again at the ccNSO meeting. We are very sorry to see that many people haven't been able to make it to this meeting because of what is happening in the world. We are with them. We think about them. We think about all the people who are being impacted by the events, the violent events that take place in the world right now. Please know that you are close to our hearts at all times.

Having said this, I'd like to take this opportunity to remind everybody that it's important to know that if you have registered for today's cocktail party, you should go and see Claudia at the back of the room to get your ticket. Yesterday, NIXI hosted a very entertaining and funny gala, and we don't expect to see anything different tonight, so please be ready for today's meeting.

And now, I'll talk about today's agenda. It's the Welcome, which I have already shared with you. After that, Everton Rodríguez will take the floor. He is the chair of the Meetings Planning Committee, and he will tell us about what to expect throughout these days.

After that, we will have an update by the Strategic and Operational Planning Committee by Andreas and Irina. There will be an IANA update by Kim Davis. And finally, a welcome by NIXI, and the speaker there will be Devesh Tyagi.

And now, I'll give the floor to Everton, who is participating remotely. Having said this, to all those people present in the room, please join Zoom so that our colleagues who are participating remotely can see who is here and feel more accompanied. And now, Everton, the floor is yours.

EVERTON TELLES RODRÍGUEZ Thank you, Alejandra. Good morning, Mumbai. Well, I'm joining you today from São Paulo, Brazil. I want to welcome everyone to this session, regardless of your time zone or location. I'm Everton Telles Rodríguez from .br, and it is my pleasure to give you an overview of our members' meeting here at ICANN85. This is our dedicated space to share the vital work being done across the ccTLD community.

Before we dive into the agenda, I will briefly introduce the meetings program committee, the MPC, which I have the honor to chair. Next slide.

The MPC is responsible for coordinating the high-level schedule of all ccNSO-related sessions, including the members' meeting agenda. You will see it at every ICANN public meeting. On screen, you can see the current members of the MPC. So, if you have any feedback regarding these sessions, please reach out to us. Our members can be found right there in the room, and others, like myself, are available online. Please remember that this meeting is

designed by ccTLDs and for ccTLDs, so your inputs make this meeting meaningful.

So, next one. Okay, so here you can see an overview of our members' meeting agenda with what we have already had in the agenda on Saturday and Sunday, also tech day and other sessions yesterday. So, on our next slide, following our welcome session, we will have the Internet Governance Liaison Committee, which will lead a crucial discussion on regulations impacting ccTLDs.

This session will focus on regulatory developments and their impact on ccTLDs, as well as stakeholder collaboration to find solutions to shared problems. This session will be chaired by Annelise Williams from .au and will have presentations from .in, from .senu, .nz, and .au. Alejandra Reynoso will chair the session on Block 3, where ccNSO working groups and committees will provide an update on their progress and seek input on the next steps of their projects. You can see the Working Groups, committees, names, and presenters on screen.

So, on our next slide, Block 4 will have an unmissable opportunity to listen and discuss the latest global trends shaping the ccTLD market that will include growth patterns and emerging challenges. Thank you so much, Namrata Gilada from NetKnowledge, Barack Otieno from AFTLD, and Patrick Miles from CENTER for joining us for this session.

On Block 5, Block 5 will build on market insights presented in the earlier session. So, through case studies and shared experiences,

the attendees will discuss how to apply the trends from Part 1 to strengthen their own registry strategies on this session. Namrata from NetKnowledge will also chair this session, which will have presentations from .ke, .lk, and .nl. After Block 5, the ccNSO networking event will happen at the end of the day, so please enjoy my share of the refreshments.

Wednesday will kick off with a casual meetup for newcomers. This is a great chance for new and longstanding members to connect, so you can see instructions for the buddy program on the screen. And right after this session on Block 2, Ai-Chin Liu will chair the ccTLD news session, which will feature updates from .RU and their IDN, .ec, .pw, .mg, and .nl.

On Block 4, BG, where am I? So, here we have on our next, oops, sorry, on our next slide. Okay, Block 3 will have a joint session with the GNSO Registry Stakeholder Group to discuss abuse mitigation.

The session will be chaired by Bruce Tonkin from .au, and presenters will come from .rs and their IDN, .id, PIR, and .uk. On Block 4, we will have Bea Oladipo from .mg chairing a session with the ccNSO Board members, Patricio Poblete and Byron Holland. They will share their unique perspectives from the ICANN Board and discuss topics impacting our community.

On Block 5, we will have the discussion around Review of Reviews. So, our collective feedback here will serve as a critical input for the CCG plenary session on the final day of ICANN85. On our next slide,

then finally on Thursday, Block 3, we will hold the ccNSO council meeting, which will officially conclude our agenda for this meeting.

On our next slide, some useful information for all of us. Please provide instant feedback at the end of every session, because this helps us both at the NPC and the community as a whole to improve our meetings. So, when the meeting is over, a survey will be launched, and the immediate feedback and the survey will both help us to enhance our future meetings.

Next slide, please. Here is a very useful link to our wiki, where you can find a lot of information about the ccNSO and about this meeting. And that's it from my side. So, welcome to the ccNSO. I wish you all have a fantastic and productive meeting, both online and on-site. Thank you. Alejandra, the floor is yours. Thank you.

ALEJANDRA REYNOSO

Thank you very much, Everton. With this enthusiasm, with all that we have ahead, let's move straight away to the SOPC, to Andreas and Irina. Please.

ANDREAS MUSIELAK

A very warm welcome from Irina, Vice-Chair of the SOPC, and me, Chair of the SOPC. So, SOP stands for Strategic and Operating Planning Standing Committee. Next slide, please. I want to give a short introduction. Next slide.

So, basically, the important part of the SOPC, we are your voice in strategic and budgetary matters. So, it's really important. The

team, the members of the SOPC consist of around 25 team members around the world.

Our expertise is in strategic and financial matters, but we also always seek for technical expertise, because if we dive into technical strategic initiative, it's always good to have also a technical view on that. One important part of our committee, and there are only few in this ICANN community, so we have the right to start a rejection action petition against ICANN and IANA budget and their strategic initiatives.

So this is an important part, and Irina will, later on in the recent activities, just mention that. So, there was a revised budget, and we have a strong tool here, always that our voice is heard. With this, I hand over to Irina, who will guide us through the recent activities. Irina.

IRINA DANELIA

Thank you, Andreas, and good morning, good other time of the day to everyone. So talking about our recent activities, I first want to return back into 2025, and you may recall that SOPC, through ccNSO council, raised concern regarding revisions in the FY26 ICANN budget that happened, were made after Public Comment proceeding.

This concern was well taken into account, and ICANN Org developed and presented in October 2025 draft framework for revisions to the Operating Plan and Budget to ensure that if such

revisions are made to the operating plan or budget following the end of the Public Comment period, when community already has no opportunity to comment on it, such revisions are tracked and communicated in clear manner, and ICANN confirmed its commitment to be transparent and ensure the community and public are fully aware of such revisions, if any.

So, should this year there will be a need for any revisions in ICANN operating plans or budgets, we expect clear and detailed communication and explanations from ICANN Org.

Coming to this year activity, we just submitted SOPC comments to the Operating Plan and Budgets for ICANN and PTI for FY2027, and I just want to mention three main points from our submission. There was a proposal from ICANN Org regarding the reserve fund to set target and maximum level for such a fund.

Today, the only requirement is that there is a minimum level for reserve fund equal to 12 months of operating expenditures, and ICANN suggested that there should be also target level in the range between 15 and 18 months of budgeted operating expenses, and maximum level in the range of 18 to 24 months.

SOPC commented that, in general, we support setting target and maximum level. However, we could not find exact explanation and justification for the exact levels, how many months and why it should be, so we would be curious to get it. And also, we believe

that ICANN Org should not freeze too much money in the reserve fund instead of using them for other projects.

The second proposal was regarding the supplemental fund for implementation of community recommendations, also known as SFICR, and to convert it into a project fund. This proposal also seems reasonable. However, currently, SFICR can be spent to implement community recommendations if approved by board, which means that spending has preliminary support from the ICANN community.

The proposal suggests that board solely decides on other projects to fund. So, SOPC commented that, in this case, there should be a mechanism in place to consult with the community and at least to have no objection from the community on such projects, and such projects should not include current or further New gTLD rounds.

SOPC also asked for clarification on what specific oversight mechanisms will the community have over the fund to ensure that it is not used for operational costs that should be covered in the budget, in the core budget. So, and our last point, the last point I want to mention relates the PTI Operating Plan and Budget, and SOPC has been constantly stressing the criticality of the IANA naming function for the ccTLDs and others, and the need to ensure adequate and sustainable resources sourcing to support these demands.

So, SOPC noted that when a considerable amount of work and resources is expected for 2026 New gTLD round, it's critically

important that this should not endeavor the core systems of PTI, and that other relevant projects planned for FY2027 are resourced and conducted in the proper manner.

So, any additional efforts from the upcoming New gTLD round that may affect other important outline priorities, should be addressed in a due course. I leave this back to you, Andreas.

ANDREAS MUSIELAK

Thank you, Irina. So, just to summarize this point, for the FY2027 Operating Plan and Budget, there was a guided submission process, and there was one question where we could score from 1 to 10, and 10 is the best. What is the current approach for the FY2027 Operating Plan and Budget? And the SOPC ranked 8, so which means there is improvement in the past years.

We can see that every year, but if it's not 10, which means there is still room for improvement. And that brings me to the upcoming work, which is the participation development in ICANN's management framework program, and this is a very important work.

We are asking ICANN for several years to do so, and there are already first results in the FY2027 Operating Plan and Budget. For the strategic initiatives, they have adapted the personal resources, the FTEs, to each strategic initiative. So, this is a tiny small step, but there is still much more room for improvement. But basically, what is the management framework program? It's about to

understand points in cross-functional activities, and to make sure that we can measure the success of the initiatives.

This is basically the central core of the management framework program. So, we invite all of you to participate. That is what we will follow up in the following months, and also very likely in the upcoming years. Yeah, that's the update from the SOPCANN as usual. We are happy if you want to join our group.

As I mentioned, your background can be almost from everywhere, which means strategic and financial background is always good, but also technical. If you want to join us, just approach IRENA or me, or the ICANN ccNSO team. Thank you. With this, I give back to you, Alejandra. Thank you very much.

ALEJANDRA REYNOSO

Thank you very much, Andreas and Irina, for such a great update. And now we move to -- sorry, yes, Patricio.

PATRICIO POBLETE

Thanks. Question for the SOPC. It seems to me that some of the comments and questions about the Operating Plan and Budget are consistent with what's being proposed by the Org. I mean, for instance, you say that there shouldn't be too much money frozen into the reserve fund, which is consistent with the proposal that there should be a maximum level established.

The comment about this money not being used for these or coming rounds of New gTLDs is also consistent with the principle that these

rounds should be self-funding. So, probably what you'll get back is a confirmation that what you're saying is in agreement with the proposals. Do you have any comments that you think will be in contradiction with what's being proposed by the Org?

ANDREAS MUSIELAK

So basically the thing about the 12 to up to 24 months budget is not budget, what is it? The reserve funds are that there was no clarity how they want to be used. But we agree. So, what we couldn't find as SOPC within the whole papers, so the 2026 round was not really much included.

They were mentioned on some points, but it was not part of the operating plan, so we couldn't really see what will be the impact of it. This is one of our questions we had, and we expect the responses in the upcoming weeks. So, we have currently no answer for you, but we agree with you that should be self-funding system. And so, the first short answer was it will be, but we wait for the full answer. I hope that answer your questions at least partly.

PATRICIO POBLETE

Okay, thank you.

ALEJANDRA REYNOSO

Well, thank you for that. And just a quick reminder, because it's a rather large horizontal room, raise your hand in the Zoom room so it's easier to spot you. With that, Kim?

KIM DAVIES

Thanks, Alejandra. Good morning, everyone. For those that don't know me, I'm Kim Davies, and I have the honor of heading the Internet Assigned Numbers Authority team. Probably worth reminding why IANA is giving an update to this room. I see some new faces.

IANA's fundamental responsibility is managing over 3,000 identifier registries that are used at the global level, and one of those identifier systems that we maintain is the domain name system identifier space. That means operating the DNS root zone, and DNS root zone obviously has a very important relationship with top-level domains.

So, every ccTLD has an operational relationship with us, and we provide important services to you as ccTLD managers, making sure your ccTLD continues to resolve in the domain name system.

My clicker is not doing anything. All right. I thought I'd start with a few maps, just because we're in Asia right now, and I think it's interesting to reflect upon the success of the IDN program for ccTLDs while we're here, given such a massive adoption of IDNs in this region.

Here you can see I color-coded all the countries that have avowed themselves of the ccTLD FastTrack program that has enabled them to represent their local writing systems in the domain name system. This wasn't possible until this community at the ccNSO

developed the policies that made this happen, and over the last 15 years or so, we've seen a growth in countries taking up the opportunity to register locally appropriate representations of their country names in the domain name system.

Here you can see the bulk of countries, in fact, in this region have used this opportunity to register one or more local writing system representations of their country name. Next slide please.

CLAUDIA RUIZ

Can you try the remote?

KIM DAVIES

I am, I promise you. There we go. Oh, now it's skipped. Yeah, there we go.

So, I'd be remiss not to focus on India itself, because India has 15 different script representations in the domain name system, reflecting the significant diversity of this country, all operated by NIXI, who I think you're familiar with as our host here this week. But again, it's an opportunity for countries to deploy locally valuable representations, and I encourage those countries that do not use Latin as a writing system, that haven't avowed themselves of this process, that feel that they're eligible to explore the viability of using IDNs in your country.

Next slide. There we go. While I have the map up, I also wanted to just signal DNSSEC adoption in this region as well. Here in green are ccTLDs that are secured with a DNSSEC signed delegation.

Obviously, it's not full adoption yet. I'd encourage those ccTLDs who haven't yet deployed DNSSEC signing to do so.

If you're not sure where to start, or you need resources to help you on that journey, please do reach out. ICANN generally, both through our technical engagement teams, but also the partner organizations that we work with, do support this rollout effort in order to enhance security of the domain name system.

All right. Since we're in Asia, I thought I'd talk a bit about our community involvement. Firstly, within this ICANN community itself, IANA staff have been supporting the ccNSO Study Groups that are currently active. I think you'll hear more specifically about the work they're doing later in the program, but this all started with a collaboration that began a couple of years ago with the ccNSO Council.

IANA was having a specific operational difficulty in a case that was addressed, but it did engender a broader discussion with the ccNSO Council about what kind of operational challenges or operational opportunities the IANA team saw in its day-to-day management of ccTLDs.

Through that process, we explored what potential policy gaps exist where IANA doesn't have sufficient or clear guidance that enables it to address real-world issues it sees on a day-to-day basis. That, in turn, has resulted in some Study Groups being formed to explore specific issues that were identified.

Current Study Groups that are active that we're supporting is in relation to disaster recovery. How do we efficiently restore service for a ccTLD in the case of a disaster? And public records, specifically the public records that IANA publishes that pertain to a ccTLD, what policies are appropriate that relate to what IANA does there?

In service of our general relationship with the Customer Standing Committee, the Customer Standing Committee exists to oversee IANA's basic performance of the services that it provides for TLDs and predominantly focuses on SLA performance. How well is IANA doing its day-to-day job in terms of timeliness of the work that we do, accuracy, and other kinds of performance?

To do that, there is a large list of SLAs that my team is required to adhere to, and the Customer Standing Committee meets monthly to review IANA's performance against those standards. Those standards largely derived from 2016 when the IANA stewardship transition happened, and now the task upon the Customer Standing Committee is to do a Holistic Review of those SLAs, really going through them one by one and working out which ones are still appropriate, which ones may need to evolve.

So, that work has kicked off in earnest in the last couple of months and we're very pleased to work collaboratively with the Customer Standing Committee on doing that analysis and assessment.

I mentioned Asia, two key points of engagement apart from this week here in Mumbai. We recently attended the APRICOT conference in Jakarta in Indonesia. This is one if not the biggest

internet-related conferences in this region that happens every year. I think that was a successful week. We're pleased to meet a lot of our community members, particularly not in the domain namespace but in the network operations space over there.

Importantly, next week, in fact immediately after Mumbai meeting finishes, another important meeting begins, which is the Internet Engineering Task Force in Shenzhen, China. There, the key protocols, including the DNS, are developed or enhanced and IANA plays an important role there supporting technical standards.

That's a part of IANA that is perhaps a bit distinct from our work on the ICANN meeting. There we will have our entire protocol parameter team on site in Shenzhen to support the work that they're doing there. Looking forward to meeting with our community in Shenzhen.

All right, so what has been our area of focus since we last updated the ccNSO? A key area of work that is increasing in recent months is essentially improving our website. Our website is in need of some attention. We've been working on it for a number of years now but not really realized a lot of customer-facing benefit yet.

There're complex reasons why, but essentially it boils down to, I mentioned at the start of my presentation, we support over 3,000 protocol identifier types and a lot of those are maintained in distinct ways. So, we've invested a lot of time and effort into

harmonizing a lot of the technical detail on how we manage registries as a precursor to developing new customer-facing tools.

When you have, let's say, 3,000 different kinds of data that are all managed in different ways, it's very hard to create improved customer experiences in a general way because it requires a lot of customization for each and every service that we provide. So by investing a lot of that internal effort to improve our internal data tracking systems and so forth, that now enables us to create some very useful customer-facing improvements.

So, our area of focus is on the core navigation experience on our website, really looking at the way we present data across all the things that we do and refactoring it into a concept that I think of as everything is a registry. At the heart of what IANA does is we maintain registries, and not registry in a domain name sense, but a registry as in an official record of things that have been done for each identifier type.

The domain name system, we maintain a registry. It's a registry of top-level domains, so looking at it through a mindset of we maintain the top-level domain registry and as we evolve the website, that is the perspective that we intend to share in terms of the way you navigate our website and the way you interact with us.

We're also looking at a lot of enhancements relating to the registry viewing experience, recognizing that perhaps not for this community, but for most of our other communities, the primary use case for why IANA exists is to peruse and interrogate the data

that we maintain, that as a software developer who maybe relies on a lot of IANA identifiers that we issue, your primary interaction with IANA is to interrogate our data, to look at it, to browse it, to filter it, to search it, to download it in different types that can be integrated in your software and so forth.

So, really an emphasis on enhancing that experience, making it modern, making it interactive, adding support for new data types, for example JSON is part of that. And also, just generally modernizing the look and feel of our website. I mean it hasn't really been changed in a meaningful way, in a visual sense, since 2007 and it really sort of shows, so that's something we're focusing on as well. Expect to be seeing these improvements rolling out throughout this year.

We're also working on a business excellence assessment using the Baldrige framework. This is something that stems from a history that IANA has dating back around 20 years of focused continuous improvement initiatives. Historically we followed a model called EFQM. It served us well, but we did a recent re-evaluation and assessed that a better model that's a better fit for the kind of work we do as a non-profit for the kinds of work that we deliver, the Baldrige excellence framework is a better fit for us.

And really what this involves is periodic reassessment of our performance against a structured model, making plans for improvement against the identified areas that we could do better

at essentially, and then having a cycle of improvement, reassessment and continued evolution of our service delivery.

So, according to this new framework we, over the course of December and January, had our team interviewed and we've had some preliminary results, but we're really at the beginning of this process and we're looking forward to sharing some of the results and outcomes as we talk to you into the future.

Recently, the PTI Board had its annual workshop. The PTI Board that is responsible for IANA meets once a year to do a high-level look at PTI as an organization, IANA holistically as a service that we deliver, and see how our work aligns with our strategy.

As a reminder, IANA has its own strategy. I wouldn't say independent from ICANN, but in addition to ICANN. Obviously, ICANN has a strategy as well, and the ICANN strategy speaks to IANA performance, but it is a requirement that the community has put upon us to have a specific strategy that is just for IANA, and that strategy informs the work that our team does.

So, the Board met recently, just a few weeks ago, some of the key areas of discussion, how we make sure that IANA stays on top of technological innovation in the industry as a service provider to the community. We want to make sure that we continue to stay relevant and provide the necessary services that the community needs, particularly in light of technical evolution. How we do and

improve our community engagement and how we coordinate with our partners, and also IANA support of the Next gTLD round.

As I imagine you would know, the next round is impactful on all sorts of areas of ICANN, and that includes IANA, and we need to make sure that we provide the right level of support to make that program a success.

I did want to talk about the rootzone management system. Most of you here would have accounts in our system because you're involved in the day-to-day administration of your ccTLD.

The system that we use to provide service to you, during recent routine maintenance, we identified that there was a logging issue where some credential-related information was stored in our internal system logs. As soon as we identified it, it was quickly fixed. I wanted to be clear that there's no indication that these logs were used or compromised in any way at this time. However, we want to be very cautious about this, and so we're conducting a security assessment with a third party to validate our understanding that that is truly the case.

Even though there's no indication of compromise, that these were just some credentials that were logged in an internal log, we did, out of an abundance of caution and I think consistent with best practice, forced all of the users of the system to reset their credentials. I think it's important to note that the end-to-end rootzone workflow doesn't fundamentally rely on credentials.

There's a lot of other checks and balances in place to guard against unauthorized changes.

So, even in a hypothetical where credentials were leaked in some manner, we feel confident in the safeguards that exist that it wouldn't ultimately result in an unauthorized rootzone change. In fact, those that have been involved in rootzone management for quite some time will remember that it wasn't too long ago that credentials weren't even required.

So, you could submit rootzone changes without logging into a system, you approved rootzone changes without logging into a system, and so forth. But we're certainly interested in any concerns that the community has so we can address them.

In terms of resetting your credentials, we're here to help you through that process if you need help, so please do make use of us. You can either email the email address, but our team is onsite here in Mumbai.

I'm getting a time check, so I'm just going to quickly do my last two slides. Just as a reminder, as you go through that process, multi-factor authentication is available as an opt-in feature. Please do consider making use of that, and part of that is a customer identity program.

So, when you roll in multi-factor authentication, part of the additional safeguards that we use there is that you prove your

identity using things like government-issued ID, and this provides a stronger safeguard to protect your account into the future.

With that, thank you very much, and I just wanted to note the QR code on the screen. Having your feedback on how we're doing is critical to us monitoring our performance and making sure we make you happy. We used to do annual surveys, people don't respond to them anymore, so we're trying something a bit different. I know you get survey fatigue at a meeting like this, and you get 100 QR codes, but if you could take a picture of this one and respond, it'd be very much appreciated. Thank you.

ALEJANDRA REYNOSO

Thank you very much, Kim. In the interest of time, if there are any questions, let's leave it at the end, and then we address them. So, with that, I'm giving the power to Mr. Devesh Tyagi, our excellent host, to talk about NIXI.

DEVESH TYAGI

Good morning, all. Thank you very much. First of all, I would like to welcome you all to Mumbai, and it is great to have you here despite certain difficulties which we have faced. I would like to brief you about the NIXI's journey which we had undertaken, and I would like to brief that this is the second or third event which ICANN event which we are hosting, and okay, sorry.

So first of all, I would like to welcome you all to Mumbai, and I would like to share the journey of NIXI with you all. This is the third

event which we are hosting, and previously we had hosted ICANN31 that was held in New Delhi, and at the time that global internet ecosystem has reached around 1 million users worldwide.

ICANN57 that we hosted in Hyderabad in 2016, there were 3 billion global internet users and approximately 500 million users in India. At ICANN85, I am proud to share that we ourselves have reached 1 billion plus internet users in India, and approximately there are 6.04 billion users globally.

So primarily, we are doing three business, we are having three business unit at disposal of NIXI. One is IXP, that is internet exchange points. Another one is that we are NIR, that we operate .in ccTLD registry, and the third one is that we are NIR for that we call it IRINN under APNIC for Indian region.

And as far as IXP overviews goes, we facilitate domestic internet traffic exchange which reduces the latency and international bandwidth dependency. This enhanced internet speed for us. It strengthens digital backbone. I would like to share with you that we are having around 80 exchange points across the country, and primarily they are in smaller cities. So, that internet for all is our vision, and we feel that whatever services we are giving to the users in the metro cities should be available, same services should be available to the distant citizen of our country, and our exchange point is playing a major role in that.

As far as IXP achievement goes, that we are now operating, I had already shared that around 80 exchange points. We are having

increased CDN network which we are having onboarded around 28 CDNs. This has reduced the operational cost for ISPs which are major constituent in our internet operations, and it gives network resilience to us as well.

This is strategic importance, these exchange points are very strategically important, and it supports that make in India digital infrastructure, it boosts local content delivery, enhanced cyber security posture across the country, and it is critical for our data localized ecosystem.

Another business unit which undertakes is dot-in registry as a ccTLD. It manages India's country code top-level domain, it promotes digital identity for Indian businesses as well as the global businesses, ensures DNS security and stability, and apart from that, last three years we are operating .Bharat domain in Indian languages, that is 22 we are having official languages, and all of them are now providing domain as an IDN. We are witnessing consistent year and year growth in the domains. It is basically we are aiming for primarily being adopted in our country by all the startups as well as MSME which is a very growing sector after digital India program that was launched by Honorable Prime Minister in 2015.

We are willing to increase global trust in Indian digital identity since all our citizens are now given all the government services through the internet, their presence on our digital ecosystem is very important, and that's why we have to raise trust to onboard all the

citizens of our country on the digital ecosystem that we had created.

As far as the strategic focus goes for .in domain, we are strengthening DNS adoption is almost complete for us, announcing global outreach, promoting the domain names I told you that IDN domain names, and it is increasing domain awareness and program that we are undertaking.

One of the initiatives which we had undertaken to promote dot-in domain program is unification of different services so that our citizens can know that which zone belongs to which service, and under these services we are allocating these domains with dual proper verification and announcing that whenever citizen goes to those zones, they are getting all the safe and secure services.

Another business unit NIXI undertakes is that IP address allocation. We are primarily managing IPv4 and IPv6 resources, we are supporting ISPs and the digital infrastructure providers, and one of the primary things which we undertaken for last few years is IPv6 adoption, and we are one of the countries whose adoption rate is in the top five.

And as I said, we are primarily willing to get IPv6 adoption and future readiness for all our ISPs, since we are a country which are having more than 1 billion plus internet users, IPv6 adoption is key for us for our future programs that we want to roll out to the citizens of the country. It is for the next generation digital services.

Apart from this we also undertake capacity building program and outreach program. Primarily we are supporting ISPs for their IPv6 adoption, that is a primary capacity building program we run. Apart from that we run a NIXI academy program through which we are building the capacity, we are building the capacities for our students primarily.

We also undertake policy awareness and best practices sharing with our countrymen, and under this, one year back, we had launched an internship program, and it is for strengthening the global Internet Governance program for us basically. We had noticed that we were participating in the ICANN, APNIC, APTLD, but contribution was not at that particular level, so we want to increase the participation from our students, from our citizens, so that we are more able to contribute in the digital ecosystem, globally digital ecosystem.

And then for that we had created an internship program and we call it internship and capacity building program both. So, we onboard certain 20 students every six months and they are trained in the digital India, under digital India program they are trained in the global internet ecosystem.

So, this way we are building a talent pool for Internet Governance and we feel that through these initiatives we will be able to build future leaders and act as Internet Governance influencer, which will be acting as Internet Governance and in future.

The capacity building program, what we do that we train them and then we keep them on board, basically whatever interns we are undertaking, and on our behalf, they become a trainer for us, and they go to different institutions across the country and they further train the people about the Internet Governance in mostly leading institutions or other institutions in the country.

And through this in one year only we were able to reach 10,000 plus students across the country. Apart from that we promote awareness about DNS and dot-in ecosystem, IPv4, IPv6 resources, cyber security, as well as universal acceptance where we had adopted 22 Indian official languages. And these are the key responsibilities which we are doing through this, that we want to use this as a research as well and representation.

This will assist NIXI's ongoing project as well and we are also conducting research to participate in internet national and governance topics internationally as well as locally. This post-internship recognition I had shared with you that we successful interns are certified as NIXI internet influencers. They conduct minimum six awareness program per year to retain that status and they are eligible for future fellowships and capacity building benefits that NIXI will be offering.

And to conclude, I would say that these initiatives are helping us, that we had grown to one plus billion internet users. These all three operations which we undertake strengthens India's digital

governance ecosystem. We are getting better security, better speed and global participation.

India is becoming an active voice in Internet Governance and as a way forward we want to expand our IXP operation in more cities. We want to increase IPv6 adoption. We want to strengthen DNS security and promote .in domains, increase participation in ICANN, APNIC, IGF, etc, and promote digital inclusion in rural area for our citizens.

And these are the future focus we had kept for achieving those targets. We'll strengthen, further strengthen the internet and capacity building programs. We'll train youth in DNS, IP security, cyber security and governance and we'll promote research and awareness program and we want to make India a global internet leader. Thank you very much.

ALEJANDRA REYNOSO

Thank you very much, Devesh. Very exciting news. Now we have a couple of minutes for some questions. I see that in the chat some have been addressed. Paulos, as I still see your hand up, would you still like to ask a question?

PAULOS NYIRENDA

No, I think that the chat has addressed it. It's just a policy question that we were raising a few months ago. We received a response from IANA and it was relating to the fact that a technical check had failed on a request that we had submitted but we didn't submit any

request and so this came as a surprise to us. And so, the policy question that I'm asking is does IANA start processing a change request that has not been submitted by the ccTLD and has been submitted by a third party? That's what I'm asking.

KIM DAVIES

I suspect that the issue you're seeing is there was a shared name server change, a name server that was shared by something like 20 different ccTLDs and another ccTLD submitted a change request for it and by nature of it being shared name server it impacts all 20 users of that shared name server.

So, our current system will notify all the parties so everyone is aware that such a change request is happening but it's not technically possible to have one ccTLD only change the IP address of a name server just for themselves and not for all the other parties to use that same name server. So, I think that's the nature of the issue but let's regroup privately to confirm that that is what happened.

ALEJANDRA REYNOSO

Thank you. Anyone else? Please.

GIHAN DIAS

Thank you, this is Gihan from .lk. Again, this is for Kim. So, I did receive that message regarding the credentials. I guess what you're saying is it's only the password which may have been compromised

and not the authenticated UTP stuff that's still not compromised, is it?

KIM DAVIES

I think the logging was some debugging logging that might have captured elements of the TOTP as well, so I think we're just being very cautious and resetting TOTP as well.

GIHAN DIAS

Okay, great, that's fine. I mean I couldn't imagine how a TOTP could have got, well TOTP could have got it to log but it expired so who cares. Right, then also the message I got, I saw it I said hmm this looks you know something fairly significant let me investigate it a bit more before taking any action, because as you know there's phishing stuff which comes and tells you to update your password and stuff.

I'm just wondering if that could have been handled in some slightly different way where we got a bit more certainty that this was actually coming from IANA and it's not some kind of phishing.

KIM DAVIES

It's a great observation and I'll admit I had some concerns as I sent that email about exactly that and I would, I'm looking for feedback. How can IANA improve the way it communicates for the future that helps address those concerns because in your shoes I would have the same concern frankly. That said, I think we felt that just out of

again an abundance of caution it was more important to do this quickly.

We'd rather be overly conservative than under conservative and then regret it later. So, I think that was our thinking. I think it was Saturday not last weekend the weekend before that this all happened and we just felt let's just do this quickly and we'll address the other issues later. But your feedback on how we can improve the way we send messages generally to support trust and address that concern, will be very welcome and we'll implement those improvements for the future.

ALEJANDRA REYNOSO

Thank you very much and no seeing any more hands up in the room or in the Zoom room. I would like to take just some more seconds out of your time while we are filling this survey to ask if there are any newcomers in the room. People who are coming for the first time or from a long time and they're rejoining us today. If you could stand up so we can see you. Welcome. Please stand up.

Thank you so much for standing up and now we want to know your faces and to let you know that you can approach any one of us if you have any questions but in particular, I want to make you aware that tomorrow, we are going to have an informal meetup session specifically to newcomers and anyone who wants to contribute to the newcomers.

It will be in the second level, room 206 if I'm not mistaken, but check the schedule. So, be aware of this and please don't forget to fill the survey for this session. And with that, welcome all to Mumbai and looking forward for a great week. We can stop the recording now.

[END OF TRANSCRIPTION]