Registrar and User Consultative Committee Meetings

Minutes of the plenary meeting

12/10/2018

afnic

Contents

1. Attendees

Registrars: 10 (out of 42 members)

DOMAINOO	Farhat	Saoussen	Remote
DOMRAIDER	Delair	Delphine	Remote
EPISTROPHE	Batreau	Philippe	
GANDI	Lhuillery	Nicolas	
NAMEBAY	Lantonnet	Eric	
NORDNET	Jung	Scott	
ORANGE	Sellier	Sandrine	
ORANGE	Jean-Gilles	Sophie	
ORDIPAT	Korn	Jennifer	
ORDIPAT	Destenave	Sylvie	
SAFEBRANDS	Guillemaut	Frédéric	
SFR	Poussin	Sylvie	

Users, individuals and corporate entities: 8 (out of 40 members)

ASS. E-SENIORS	Bachollet	Anne-Marie	Remote
	Bachollet	Sébastien	
INPI	Beauvillain	Caroline	
	Camus	Matthieu	
NEOCAMINO	Galati	Michèle	Remote
	Louis	Benjamin	
	Porteneuve	Elisabeth	
	Tayer	David-Irving	Remote

Afnic

AFNIC	Berthelot	Marie
AFNIC	Bonis	Pierre
AFNIC	Canac	Sophie
AFNIC	Coffre	Richard
AFNIC	Damilaville	Loïc
AFNIC	Davoust	Clémence
AFNIC	Georgelin	Marianne
AFNIC	Masse	Régis
AFNIC	Turbat	Emilie

2. Agenda

09:15: *Welcome*

09:30 News update

09:45 Presentation of items for discussion in the committees:

- *Data made available to registrars to better understand user activity*
- *Whois data post-GDPR*

11:45 Individual Consultative Committee meetings

12:30 Lunch and Networking

14:00 Market trends in domain names

14:30 Feedback from the Consultative Committees

15:30 Presentation of information updates and discussions with members

- *More details on the Avenir focus group*
- *.Fr development plan: assessment and priorities for 2018-2022*
- *The new Member Area*

17:00 End of meeting

3. Minutes

3.1. Welcome

Pierre Bonis introduced the session by recalling the items on the agenda.

The four trustees present, Sébastien Bachollet and Benjamin Louis (elected by the user members) Frédéric Guillemaut and Eric Lantonnet (elected by the Registrar members) also wished to welcome the participants.

3.2. News update

The (world) Internet Governance Forum will take place from 12 to 14 November in Paris at UNESCO. Information and registration via the event website: **www.igf2018.fr**

A coordination committee (logistics) for the event has been set up. Afnic is part of the committee, with Pierre Bonis as Chair.

The coordinating committee consists of: AFNIC, ARCEP, CNNUM, DGE, ICANN, ISOC France, the French Ministry of Foreign Affairs, Renaissance Numérique, Villa Numéris, Orange, Bouygues Telecom, and SFR.

Afnic's participation in the organization of the IGF was both in terms of time and as a financial backer.

This year's Forum was to be of a fairly high standard, including a speech by Emmanuel Macron on Monday 12/11/2019 at the end of the day and the UN Secretary-General was also expected to attend.

ISOC France would be coordinating the IGF OFF in parallel by listing all the events being held alongside the IGF. Members who organized or wished to organize events were invited to make themselves known.

Afnic Foundation

The Executive Committee met at the end of September to study the candidates' files for the 2018 call for proposals. 250 projects had been submitted and in principle some 50 projects were liable to be selected, due diligence was currently in progress.

The annual event of the Afnic Foundation was to take place on December 10 in Paris.

OWG Purchasing Path (in progress)

The operational working group had met several times, once the report of the work has been finalized, the results of this OWG would be put to the consultation of the members during a Consultation Committee meeting.

Review of OWG Articles of Association (coming soon)

Pierre Bonis recalled that a review of the Articles of Association had been conducted two years beforehand on "urgent" but "formal" topics including:

- The election of representatives to the Board of Trustees had been staggered to avoid the risk of loss of experience with a complete renewal of 5 trustees the same year
- A description of the division of responsibilities between the Chairman of the Board and the Chief Executive Officer

For the rest of the topics, the discussions had to be resumed in order to increase the attractiveness of the association and study the distribution of members in the various colleges.

For this highly specific OWG, the advisers would be elected trustees, Afnic employees only serving as support, in order to maintain a form of neutrality.

3.3. Discussion items

NB The answers to questions from members on discussion items are not included in this report. They will be subject to a separate report after analysis by Afnic teams.

3.3.1. Data made available to registrars to better understand user activity

Marie Berthelot presented this new service that Afnic was to make available to its registrar customers.

3 needs had been identified thanks to a survey conducted in 2018 with .fr accredited registrars:

- Monitoring our activity
- Knowing our customers and benchmarking
- Advising customers

To meet these needs, Afnic was to offer various services to registrars:

Prime

- Delivery scheduled for November 19, 2018
- Accessible to all registrars
- Free (included in the packages)
- Accessible via the extranet
- Enables a global view of the portfolio and monitoring of the operations carried out by the registrar

Progress

- BETA delivery scheduled for Q1 2019
- Accessible to option 1 accredited registrars
- Free during the test phase of the product in 2019
- Accessible via the extranet
- In addition to Prime service data the Progress service also allows users to track customer data (geography, industry, business size) transfers (incoming / outgoing), the list of domain names and their visible attributes in Whois, and a market comparison (use and performance indicators in relation to the market).

Platinium

- BETA delivery scheduled for Q1 2019
- Accessible by subscription to registrars
- Fee-paying
- Enables the registrar to give its customers greater added value by expanding their range of products and services:
    o Zonemaster: List of the domain names in the installed base and their DNS data
    o Quality of use: List of domain names and their configuration
    o Suggestions of names to lock based on DNS traffic
    o Access to the Squaw service
    o Access to the FR WATCH service: registration of a number of labels included in the offer (to be determined)

Emilie Turbat said the Platinium Service was an additional fee-paying service but corresponded to a major drop in the Squaw fee.

Marie Berthelot said that Afnic had decided to make the data available for testing in 2019 and was counting on customer feedback on the use of the data in order to improve the service thereafter.

In parallel the question arose as to the package deal and contracting method to adopt for the new service: included in the annual packages for greater simplicity, packages of additional services, etc.

Registrars' position:

The registrars were waiting for the detailed content to know what the offers could contain and above what the fee would be.

Data export had to be global with raw data (of csv type) in addition to graphs and tables.

Any additional cost of access to the data must not increase the price of the package.

Users' position:

The users asked Afnic to think about a range of data services that could target users in the broadest sense.

An aggregator compiling multi-TLD data for users, or a data aggregator for registrants with a portfolio managed by multiple registrars.

Pierre Bonis recalled that Afnic published data as Open Data every month that already provided a lot of information.

Pierre Bonis summarized the opinions and expectations of the members on this subject:

- Users wanted a tool to be developed so that registrants could study their portfolio of domain names under the .fr.
- Registrars were waiting for pricing proposals and wanted the data in raw format in addition to the visual format.

3.3.2. Whois data post GDPR

Pierre Bonis introduced the subject by stating that there were also discussions at European level on the issue. This was the case this week at the Council of European National Top Level Domain Registries (CENTR) where European registrars and registries had held discussions.

The registrars' request for European registries was that the registries all agree to do the same thing.

The registries answered that it was impossible because they has to obey a requirement in addition to the GDPR which was the law of their country that applied to them. Europe was not a federal state and national laws necessarily created differences between ccTLD registries.

The discussions on the GDPR were therefore not only between Afnic and its registrars but also at the level of other countries.

Marianne Georgelin began by presenting a reminder of the framework that applied to the .fr, namely, the .fr Naming Policy and French legislation.

The collection of identification data and their publication were supervised. The principle of "restricted information" applied by default to individuals. Since 2006, Afnic no longer published the identification data of individual registrants in the Whois.

It was also important to remember that identification data:

- were used to make checks in accordance with the Naming Policy and the French Electronic Communications and Telecommunications Act (CPCE);
- could be disclosed in the highly specific context described in the Naming Policy (further to a decision in ex parte proceedings or a court order, at the request of an authority having a communication right (the General Directorate for Fair Trading, Consumer Affairs and Fraud Control (DGCCRF), customs authorities, Public Treasury, etc.), in part of an identity disclosure request (etc.);
- were used in the framework of the ADR dispute resolution procedures in which all the exchanges between the Parties and Afnic were made only in writing to the electronic address and/or postal coordinates indicated in the Whois database for the registrant.

As a result of certain behaviors on the Whois database and questions put by registrants to the support service, Afnic noted that registrants were not aware of the changes made to their data (aliasing of e-mail addresses).

Today, "pseudonymizing" data had no impact on their publication (restricted information already existed) and amounted to no longer providing Afnic with the data necessary to identify the registrants. This might incur both Afnic's liability and that of the Registrars. This also had a direct impact on procedures that were partly automated (verification procedures, ADR, identity theft procedures, domain name transmission procedures, etc.)

The members raised the question of data protection for a legal entity containing information about the individuals representing it (for example, the surname, first name, and e-mail of the legal representative).

It is therefore recalled that only individuals were affected by the GDPR, and that the principle of restricted information in the Whois applied to them and that the procedure for waiving anonymity could be used if necessary (these requests were always handled in 24h to 48h).

It was important to differentiate between a legal entity and an individual, and the GDPR had not changed that distinction. The data controller for processing personal data was the head of the legal person, if the person displayed their name or the name of an employee in the Whois database, it was their responsibility, not that of the registrar, nor that of the registry.

To answer another question about the position adopted by the other European registries, Pierre Bonis completed the reply by recalling that the CENTR published public statistics, and a table (supplemented by the data provided by the ccTLDs **https://stats.centr.org/pub_whois** providing information on the data collected (100%) and their publication (25% for individuals and 74% for legal entities). Attention should be paid to the case of the Germans who did not respect enough before and published too much and now hardly collected anything any more. The differences between ccTLDs registries did not lie in the interpretation of the GDPR by the registries but in the differences in national laws.

Finally, Marianne Georgelin indicated that an update of the registration contract would take place in January 2019 with, for transfers of data outside the EU, the adoption of standard clauses of the European Commission in an annex instead of a sworn statement.

Registrars' position:

The registrars preferred not to change anything in the data transmitted.

Pierre Bonis indicated that further to their position, Afnic would revert to the registrars who had "obscured" the data sent to Afnic to ask them to step backwards and give the contact details of the registrants to Afnic. Outsourcing the verification to the registrars (because of the pseudonymisation and redirects set up by the registrars) did not comply with .fr rules.

Users' position:

The users had discussed data processing and were in favor of the processing method proposed by Afnic both for the processing of data for individuals and legal entities.

With regard to the amount of data concerning individuals, the transmission of the registrant's email by the registrar seemed imperative, the question arose as to the transmission of the telephone number (which was not necessary for the provision of service).

Pierre Bonis summarized the opinions and expectations of the members on this subject:

- The current model was not called into question
- Users wished to minimize the data collected
- The registrars wished to further discuss the division of labor between registrars and the Registry (based on the data held by each).

3.3.3. Complementary issues addressed in the separate consultative committees

The members discussed in each of the separate committees the attractiveness of the association and its governance.

User and Registrar opinions:

User discussions focused on the governance of the association and the profile of the Chair knowing that the latter's term was to expire in June.

The registrars and users had approached the issues and gave their positions on issues concerning a change of the Articles of Association, such as:

- Open the Board of Trustees to independent or expert trustees.
- Have a Vice President who would not be a representative of the state.
- Have new Honorary Members (suggestion including former Secretaries of State).
- Remuneration of the trustees elected to the board (trustees' fees or remuneration)
- The role of the Chair; the members would like through their elected representatives to weigh in the choice of the next Chair, the qualities expected of the person, etc.
- A reshuffle of the colleges.

Members unanimously asked to have more time for the separate committee meetings. The agenda should be lightened accordingly.

Pierre Bonis thanked all the members for the quality of the feedback.

In response to the common wish of users and registrars to look into the attractiveness of the association and a reform of the Articles of Association, he proposed that an operational working group be launched on this theme, and that, given the subject, it should be supervised by an elected trustee and not by an employee of Afnic.

The work of the OWG could be based on:

- The functioning of the board of trustees:
  - The role of the Chair
  - Suitably qualified person
  - Vice-president
  - Compensation of elected trustees
- Colleges and a redistribution of boundaries between colleges
- Reviving the recruitment of honorary members.

A progress report of the work of the OWG would be made during the next Consultation Committee meetings.

3.4. Information update

3.4.1. Market trends in domain names

Loïc Damilaville presented the trends in the domain name market.

3.4.2. More details on the Avenir focus group

Marie Berthelot and Richard Coffre reviewed the customer focus groups of registrars (3 groups) and registries (1 group) on the Avenir project that had been held on September 25.

The instructions were simple: make a wish-list.

The working method took place in three stages:

- The collection of needs on post-its
- Vote for the top 5
- A prioritization of all post-its in 4 categories (Essential, Very important, Important, Advisable)

Top 5 of Registrar Group 1

1. Standardize: Apply similar procedures to new gTLDs
2. Improve EPP performance
3. Allow role management in the extranet for different users of the registrar
4. Provide a maintenance schedule and notify these maintenance operations to the registrars at the beginning and the end of each maintenance operation,
5. Improve billing: accuracy, transparency, standardization

Top 5 of Registrar Group 2

1. Standardization of .fr for gTLDs: transfer of the standard .fr to that of the gTLDs
2. Provide maintenance schedules accessible via API
3. Notification by email at the beginning and end of maintenance operations.
4. Submit a postal code check feature with the City
5. Allow the setting of data display rules in EPP to display or not Whois data (GDPR)

Top 5 of Registrar Group 3

1. Communicate by email as soon as an urgent / blocking item occurs
2. Notification by email at the beginning and end of maintenance operations.
3. Delete paper: all of the procedures could be initiated via the extranet or EPP without a paper form.
4. Standardize: Procedures, life cycle, transfer.
5. Allow requests for reserved terms via EPP without the use of an authorization code => procedure waiting for validation of the registry via EPP and extranet.

Top 5 of the Registry group

1. Be able to automatically generate invoices with a list of domain names and the operations concerned.
2. Organize promotions for 1 to x registrars with specific conditions (start date, end date, price, discount, declining price scale) and be able to automatically post these items on the invoices
3. Allow the addition of information on the record of a domain name (monitoring? Premium ND? Litigation in progress?)
4. Provide a trend of create, delete, renew, transfer operations per registry with the sending of an alert if an anomaly is detected
5. Have a statistics / BI tool with a simplified version adapted to mobile consultation including the possibility to export data.

A graphic feedback report of the tops 5 of each group was presented.

Other meetings were to be organized during the life of the project.

3.4.3..Fr development plan: assessment and priorities for 2019-2023

Emilie Turbat presented an assessment of the .fr development plan that ended in 2017.

Key indicators for .fr performance between 2012 and 2017:

- Growth in create rate: **+ 1.7%** on average over the period and **+ 5%** in 2017
- Renew rate: **81.7 %** on average over the period and **83%** in 2017
- Market share: 36% on average over the period vs. .com = 43%
- Percentage of VSE registrants in new registrations: **55%** in 2016
- Percentage of annual create operations by 18-25 year-olds: **10%** since 2013
- Spontaneous awareness of: **77%**
- .Fr TLD suffix suitable for craft workers and retailers for **89%**
- The .fr **has a good image for** 97% of the respondents. This good image is based on 4 main assets: trust (for **86%**), reliability (for **85%**), proximity (for **83%**) and durability and solidity (for **83%**).

The different operations carried out by Afnic for young people and companies:

- réussir-en.fr Campaign
    - 300,000 unique visits
    - 20 partner registrars

- o 15,000 brochures distributed
- o 13,000 subscribers to the box
- o 160 Foliweb workshops and 4,000 participating VSEs
- Sales promotion of the specifier network
    - o Commercial operations with registrars
    - o Development of partnerships with the stakeholders in online presence
    - o Targeted operations for IPAs
- Active participation in different initiatives
    - o Digital transition
    - o Internet Governance Forum
    - o CNNUM

Backed by this assessment, a proposal has been made for the next 5 years to the relevant Ministry. This plan does not break with the previous plan.

Afnic's vision for the .fr:

- Users' real need is online presence
- Partnerships are key for gaining visibility, leveraging the effectiveness of our operations and reaching users
- The target of young people is difficult to reach on a large scale, but essential for the sustainability of the .fr

The targets for the .fr are the VSEs / SMEs and young people

The goals for the .fr are market share, sustainability, key to digital transition.

The strategies identified for the development of the .fr in the coming years are:

- Awareness in the field
    - o Greater presence in the field thanks to **partnerships**
    - o Intensification of **commercial operations** based on uses with **registrars**
    - o Provision of free content
    - o A high level of participation in the initiatives backed by **FranceNum**
    - o Implementation of a **youth program**
- The brand awareness of the .fr
    - o Communication campaigns on **benefits of the .fr**
    - o Conviction of specifiers about **the importance of the TLD suffix**
    - o Creation of supports for registrars and their resellers
    - o Segmentation to target market sectors with the registrars
    - o Promotion of the **societal dimension of the .fr**

Pierre Bonis added that Afnic was counting on everyone (all its members, customers and partners) to implement the .fr development plan, and recalled that every registrar and user was a specifier.

3.4.4. The new Member Area

Sophie Canac presented the new website section dedicated to members which was to be launched at the end of 2018.

Among the new or enhanced features:

- Registration (new member) and membership renewal online, with a credit card payment module
- Customization of the password
- Modifiable Member Information: Information about the member and their contacts directly modifiable by the member with immediate integration
- Member directory, reserved exclusively for members with a new business description field
- And as always the documents about the association, the agenda**, etc.**

3.5. Conclusion

The users' and registrars' consultative committee meetings ended at 17:15.

The schedule for upcoming meetings of the association was provided, as indicated below:

Date	Event
Tuesday April 2	Registrar and User Consultative Committee Meetings
Friday, June 14	Annual General Meeting Annual dinner