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>> BABU RAM ARYAL: Good morning, Ladies and Gentlemen. And I would like to welcome you all here and presenters. I have -- and we don't have a microphone in this room. And I would like to request you to speak a bit loudly and please -- for the purpose of listening to the speakers. Ladies and Gentlemen, now when -- and are property of -- property to the digital property and now this local area has -- so -- ccTLD is a major part of the development system and considered as complete property. So basically where the system -- issue of public environment. We have distinguished panelists from South Asia who have high availability in the panel and we have from Pakistan and from Afghanistan and from Bangladesh and from India and Nepal.

In the interest of distinguished panelists Mr. -- and part of ICANN and his -- from his Government and the first person to introduce.

>> We are a part of the -- I am part of the sector that

tracks in to the Government processes globally as well as in South Asia, especially in and around the (inaudible) position.

>> BRAJESH JAIN: I am working in (inaudible) Spectra Net in India. 15 years old. And as part of ISP I got the opportunity of being on board of National Internet Exchange of India which operates .nt in and I participate -- thank you.

>> SUBHASH DHAKAL: Good morning, everyone. So I'm Subhash Dhakal. I'm from Nepal. So I work for the Government. So currently I am working for the Department of Information and Technology as a director. Thank you.

>> JAHANGIR HOSSEIN: I am Jahangir Hossein. I am a technical person. I am also Vice-Chair of the Internet Society, Bangladesh chapter. And thank you.

>> BABU RAM ARYAL: Zakir, introduce yourself.

>> SAID ZAZAI: Hi. My name is Said Zazai and I am the President of National IT Professionals Association of Afghanistan. It is a Civil Society technical association that closely monitors and aligns Government policies and other Internet Governance related issues in the country.

>> BABU RAM ARYAL: Thank you. Can you introduce yourself?

>> ZAKIR SYED SAMENA: Good morning, Ladies and Gentlemen. My name is Zakir Syed Samena. I work for the telecommunications council that is a not-for-profit telecommunications association working for the telecoms and ICT industry in the larger Semian region. I was twice selected as ICANN fellow for meeting 51 and 52. So today we are highlighting the issues and challenges of post ICT. Thank you.

>> BABU RAM ARYAL: Thank you. Now let me start the session. CcTLD management and then decision from the panelists and then go to the audience. I would like to hear from Said. Can you present?

>> SAID ZAZAI: Sure. Thank you, Babu.

>> BABU RAM ARYAL: Yeah. The floor is yours.

>> SAID ZAZAI: Okay. So you see my picture and you already know the topic of today's discussion is the issues and challenges of managing a Country Code Top Level Domain in South Asia and I will be talking about the .af case which is the top ccTLD for Afghanistan.

>> BABU RAM ARYAL: Go ahead with your presentation.

>> SAID ZAZAI: Before we get in to the ccTLD discussion I want to give you an overview of where Afghanistan is and the population. Afghanistan has a population of 31 million people. And according to the ITU reports it is the least connected country. Network Information Center which we call the AFGNIC was incorporated in the Ministry of Communications and IT with the support of the United Nations UNDP programme. It is a state owned registry and it functions in six different zones, .af .com

.af and .net .gov .af. In 2009 a memoranda of understanding was signed with the Copar registry but other than that it is a pretty paper based registration process.

Before we go in to the challenges we look in to the fee structure that we have and as you can see the fees are pretty high for ad.af. It is 50 U.S. dollars and for the second level or the subdomains for the .af are \$20 each per year. You can see that an interesting aspect is that we have two different pricing on the Website. One is the international and one is the national. The international pricing is \$50 per .af and the national is \$2 -- \$2850 Afghani, which if you convert it in to today's rate which is 47.50 U.S. dollars. Usually users they argue they are going to pay at the national rate the people who are registering inside the country. So what happens is that billing is done based on the international fees. Nationals pay the local currency. There is this law of doing the half dollars for a .af and that happens between the Ministry of Communications and IT who owns the .af registry and the Ministry of Finance who controls the finances of this particular entity.

The registration process it is very manual. You have to go to the Website where you download the pdf form and you print it and e-mail it. After that you pay in cash at the location that they have or you pay -- or you deposit in to their bank account. So there is no online payment system by the registry. The Whois server was down for a number of years. Just a couple of months ago they fixed that server. And that, too, was absent. A number of us from our Association got involved with ICANN and they raised that issue at the country level. The CoCCA is there as well and you pay a lot more money if you pay online at CoCCA registry and you pay \$90.

This is just an example of the registration policy which states that if the registrant wants to register a domain name ending in .com .af they have to show a trade license or a business authorization or approval from the Ministry of Commerce. So there is this strict policy for registering a .com .af who doesn't allow any individual or any other person or a small business who is not registered to claim a .com .af.

In terms of .r .af they need approval of registration documents in the Ministry of Planning. So again it is very rigid policy. That contains domain names at the national level. Market is not as open as it should be in terms of this registration policy but there is a bypass and the bypass you go to the CoCCA online and register online and none of the registration policies apply to you. So ever since 2003, it has been 12 years and we don't have any registrar in the country. And we have over 250 reseller accounts. The ccTLD claims to have 7,000 plus domain registrations under the six zones that I

mentioned earlier. So these stats are as of June 2015.

It is a Government owned entity with very poor representation of its local Internet community in terms of developing policy and aligning other business aspects of the ccTLD with a global tracker.

So talking about the challenges as I mentioned it is a purely state owned entity which, you know, the fee structure that I was talking to you about it leads to financial conflict with the Ministry of Finance. The registrants pay one fee and then it shows a different fee in the books.

Also the perspective of the officials in the Ministry is that they treat .af as a national symbol, not as a business opportunity. So what happens is that they are strict in their policies. And they try to contain .af ccTLD to people and businesses and Government within the country.

Policies are also very vague and sometimes very rigid which doesn't allow this business to grow. Also very poor marketing and awareness has been done internationally. Local communities participation is also very low. The value and role of .af domain name is unknown to people. Not only there is a lack of awareness at the international market but also at the national level. The administration apparently there were -- they were in a very authoritarian system. Their focus is on the control of the domain names, and a couple of meetings I had with them they usually talk about how do they contain domain names within the country and how do they lock and suspend accounts based on their personal beliefs. And if they believe that someone from Pakistan or India should not be registering a .af domain they just go ahead and suspend their accounts.

Just like you saw the costs are very high for the .af domain and they have been that way for a number of years. I remember when in 2003 when it first started it was like \$100 for .af and then slowly it came down to \$50 in 2005 and '06, but ever since the pricing has been the same. Technical skills and capacity in that directorate is very low. They haven't done any policy alignment, any best practices from the international market straight in to the local structure.

They are not there but our technical infrastructure is very low in the country. Access to stable and reliable Internet is an issue in the country. We don't have any Internet Exchange Point or route server to provide us better latency in containing the traffic in the country. Registry software does not exist in the registry or they don't have the capacity to work on it. Aside from these challenges that I just mentioned there are some causes. The national economy is dependent on foreign aid. When we have more foreign aid and foreign investments in the country then we see a more sale of .af top level domain. Internet

penetration is very low. Administrative capacity of the leadership is very low. There is no international market strategy and also fees are very high. So these are the causes that doesn't allow this ccTLD to grow.

So what I propose is that we need, and some of these actually need to discuss in order to grow the business and in order to grow the ccTLD and to take it in a different direction. People usually don't know about them or they didn't exist as I mentioned. Server or dissolution policies. Technological resources is a challenge. It hinders in the growth of ccTLD. Human resources they -- would need in order to administer operations and development of policies.

ICANN engagement and IGF engagement of the technical human resource have been correlated to the progress of this particular ccTLD. What I am trying to say is whenever the operational have been to an ICANN meeting we have seen some progress in some policy or growth of sale with the ccTLD.

We also need some coordination with local communities and operation with the regional players. So this again comes back to the policy that ccTLD has to establish with the local communities and develop policies and make sure their business is aligned with the global risk practices. This can also be taken to a regional level which we are doing right now at this moment and that is that we are for -- discussing our challenges and issues and we are trying to learn from each other so that we can grow our business. So that's it for my presentation. Thank you. Thank you, everyone.

>> BABU RAM ARYAL: Thank you, Said. This lesson from (inaudible). I think draw some points from you. Some issues like -- certain issues like technical issues and other (inaudible). From ICANN are also here and our Minister from (inaudible) are also here. So go to Pakistan which is a very different authority ccTLD, foreign based company, have -- can I have your presentation, please?

>> ZAKIR SYED SAMENA: Babu? Okay. Good morning, everyone. This is Zakir Syed Samena from Pakistan. And I will be talking, in fact, highlighting the issues and challenges in the case of Pakistan ccTLD .pk registry. I will be giving a brief overview and history and mention of provider and cost of registration as my friend Said Zazai said. And we will have an overview of prices of domain name and number of ccTLDs registered for .pk. And I will actually be the showing the same number for the rest of the ccTLDs in South Asia. So we can actually compare them with each other as to get an idea of which ccTLD is performing better in the region. And then laws and policies related to ccTLDs may be in the case of disputes on ccTLDs in .pk registry and actually highlight some of the

disputes that actually occurred in the case of .pk.

So I will go to the next slide. Name of the operator of the registry that is -- Babu has mentioned that .pk has a unique case because .pk was actually -- is actually owned by an individual who was running it from the United States of America back when he registered it in 1992. And with the passage of time the Government has been trying to bring them to Pakistan so as to have them set up a local office and local presence here. And I mean there were concerns by communities and different stakeholders of the industry. So they are finally -- a few years back the Government of Pakistan convinced this individual, the private guy who actually owns the PK registry to come to Pakistan and have their local presence in Pakistan. So they now have their office in Pakistan.

So again PKNIC was established in 1992. So it is almost 23 years old ccTLD in the region. This is the year when the first e-mail was sent in Pakistan. So in 1992 the ccTLD is as old as the Internet activity in Pakistan.

As I mentioned PKNIC is operated as a self-supporting organization owned by an individual. So it is actually one of the ccTLDs in South Asia that is being run by a private entity, even though the Government is a stakeholder of the Committee, of the board but the ownership is actually with this private individual.

Cost of the registration, renewal of ccTLDs as Said mentioned in the case of Afghanistan it is around \$50, but in Pakistan they have got these two types of prices for local registrants. Someone who is physically based in Pakistan and is going to register .pk and for them \$10 and international registrants it is \$24. The fee is charged on a biennium basis. This is two years. This is unique to .pk. Normally the other ccTLDs registered it for one year. They charge you for a year. But in the case of .pk they actually charge you for two years and register the .pk domain name for you for two years. Payment method again very flexible but there is room for improvement. They support credit card and got prepaid card available through different vendors and checks or bank drafts are supported by .pk registry. This is actually -- these are the states that I was referring to that number of ccTLDs registered in the South Asian region. India as you can see is leading with the largest number of ccTLDs registered. Pakistan is at No. 2. And there is interesting statistics in this slide which you can see that even though Bangladesh is a larger market compared to Nepal and Sri Lanka but the number of ccTLDs for Bangladesh had far less than those of Nepal and Sri Lanka. So as we can see India with the highest population and highest number of Internet and broadband users, even the IP addresses have the largest number of ccTLDs.

India is leading. No. 2 we have Pakistan with 50,000 and trustingly Nepal is at No. 3 which is actually ahead of Bangladesh and Sri Lanka.

This is again a pie chart that is showing the state of ccTLDs registered in the region. India being the largest ICT and Internet market and not only in the region but across the globe. It has the largest chunk of the pie of the ccTLDs registered. At No. 2 again we have Pakistan. Nepal and Sri Lanka. They also have a considerable amount of ccTLDs registered. And by the way if you can compare the ccTLD registration of the South Asia region with Europe or Americas you will see that the penetration of ccTLDs registered in South Asia is far less than those of Europe or America. That is because even the Pacific, Korea, Japan and China that's because of the availability of Internet and the broadband and awareness towards ICTs and Internets in this part of the world or in these countries in the region. So again the trend is the ccTLDs in the region are evolving with the passage of time but still there is a lot of room for improvement in terms of ccTLDs registrations which we are going to discuss in the challenges and the issues that we face.

Again this is an interesting slide that actually gives real state of the ccTLDs penetration in South Asia. This is actually per thousand population. So if you can see .lk, Sri Lanka, it is leading in terms of the ccTLD penetration in the region which means every thousand people -- out of every thousand people in Sri Lanka there are 1.9 .pk domain names registered which is two domain names per thousand people. Second Nepal again. Interesting thing here is that India, that's the state for India ccTLD penetration is low because of the huge population for India and the same is true for Pakistan. Pakistan is .2. Not even a single domain name per thousand population. This actually gives us a good overview of the state of ccTLDs in the region which country is performing good. So India in terms of number of ccTLDs is in the lead while Sri Lanka in terms of the average or the penetration ccTLDs is the lead in the South Asian region.

Law and policy related to ccTLDs, with the passage of time I mean ccTLDs are lower and have been facing domain name disputes and challenges. And at ICANN there is this policy called UDRP, Uniform Dispute Resolution Policy which is being maintained and updated by ICANN. So different ccTLDs actually make use of this UDRP, do some amendments or use it as is. So .pk is actually using UDRP with a few amendments to it. Most cases the preferred local domain name dispute Resolution center. They have actually appointed a domain name dispute resolution center called DNDRC in Pakistan which is actually a group of

experts and legal experts. When there is a domain name dispute at ccTLD of Pakistan, they refer to the domain name dispute center and looks in to disputes, do some analysis and then come up with a decision based on, of course, UDRP and amendments that PKNIC has to it. CcTLD cases are handled by UDRP, but even then the community has shown some concerns on the DNDRC's mechanism. And the way that the disputes are being actually resolved through DNDRC's. So, of course, there is a need for dialogue on the DNDRC's and the mechanism that is being followed for PKNIC following disputes related to domain names. Even linked .pk, Facebook .pk. These domain names were registered to go in to the domain name business. So the actual owners, the copyright owners of these names or domain names refer to PKNIC which they resolve the issues through the DNDRC. And they were taken from the registrant and handed over to the actual owners, the actual right owners these domain names.

Now some of the major issues and challenges that the crux of the presentation are -- the mainstream of today's presentation is the issues and challenges being faced. In the case of .pk, ccTLD, security of the DNS has been one of the challenging issues for .pk over the past decade because there has been lots of incidents of DNS attacks and lots of websites and web applications because of the DNS attacks suffered because of the hit.

Now the trusting thing this actually resulted in a dispute within the Website owners or the domain name owners and the ccTLD itself. The ccTLD goes claiming the loophole or vulnerability was there in the Website and not the DNS. Registrants of domain names that the security loophole was in the DNS system has been one of the major challenges in the ccTLD. And, of course, it is not supporting the DNS system. Then dispute resolution mechanism as I mentioned there have been concerns in the community on dispute resolution mechanisms. So there is a lot of room for improving the dispute resolution mechanism of ccTLD for .pk. Customer care and support, as Babu has mentioned this ccTLD was owned by a Pakistani individual who was based in United States. Previously he used to run it for like -- from USA and there was no physical presence or support in Pakistan. Even now they have some presence but though don't support or offer customer care and support. When you write to them or when you -- I mean send them an e-mail you have to wait for like weeks to get a reply from them.

So customer care and support on the ccTLD of .pk is another big issue and challenge for the end users. Registration mechanism in the portal, the portal of ccTLD .pk is very old and very obsolete and does not support old and localized languages. Those who don't know English language they are not in a position

to go there and register domain names. So this is something that every ccTLD needs to look in to and to support localized languages on their portals so that everyone can come and register domain names and get support on them.

Another point is the overall state of Internet and broadband in the country. And this is valid for the ccTLDs in Southeast Asia. Broadband and Internet penetration is very low. And, you know, people don't have that much of awareness about Internet and connectivity. I mean so they are not in a position to go for ccTLDs or for domain name registration. Localized content availability, there is a huge potential for localized content. So once you have localized content people will be more and more entrusted in .pk or localized ccTLDs of every country.

Availability of localized content is another challenge. If you see the challenges and issues have three basic categories. There are technical issues, DNS security and the dispute -- the security and the stuff like that. They are technical in nature. And then we have legal issues which includes the dispute resolution mechanism and stuff like that. We have legal and on top of that we have administrative or management issues which includes the customer care and portal itself and localized content. There are direct and indirect challenges which can be categorized in to these three major categories, technical and administrative and legal. In the case of ccTLD, in the case of .pk we are facing three challenges and issues for this domain, for this ccTLD in the region. So with this I actually would conclude my presentation. If there are questions, we can have them under the presentation. So it is over to you, Babu.

>> BABU RAM ARYAL: Thank you for your wonderful presentation. I would like to open a Forum, audience if you have any questions with our own presenters. Sometimes we may lose the connectivity. So please another question, please. Thank you.

>> Gentlemen, can you hear me? Hello? Up here?

>> Yes.

>> Yeah, I can hear you.

>> Good. So my name is Ario and I am general manager of a ccTLD. Now, first of all, thank you very much for being with us -- sorry, remotely. I just want -- a couple of quick comments. First of all, to Said from Afghanistan. You said, you might be -- that .af is a legitimate member, full member in a ccTLD and as such you are entitled to certain services and benefits. So here is for you to know that we will be perfectly happy to contact with .af for awhile and I would appreciate it if you could go online and track the ccTLD website for updates and for my contacts so that we could stay in touch. And speaking of some technical capacity and capacity building, we could be of

certain help but we need to know better what you guys are doing out there and ready to go there. There is some -- sorry. Speaking about PK, yeah, I want to let you know that although on the side of .pk registry a ccTLD representative is referenced as a prospective member of board. And let me assure you we have been in touch with that individual regarding .pk. So my question actually is .pk, so have you applied for a re-delegation? Thank you.

>> ZAKIR SYED SAMENA: Thank you for your questions. In the case of .pk as I mentioned this was actually -- this was actually owned by an individual who was running it from the United States and this is actually owned by a private entity. So there were actually concerns by different stakeholders including the Government and the regulating authority and they actually convene some meetings, series of meetings in which they actually convinced the owner of PKNIC to come in to Pakistan and have a physical office in Pakistan and start services from Pakistan. After that the re-delegation process was actually started. I mean it is actually owned by the same actual owner, private entity and individual who is owning it, but again he is -- he actually comes up with the policies and regulations in coordination with the different stakeholders in the country which improve the regulatory body for telecoms and the Ministry itself. Thank you.

>> BABU RAM ARYAL: Any more questions?

>> Hi. My name is Craig. I work for ICANN. More of a comment than a question. Together with ccTLD we work closely and we will be very happy to provide any support to the ccTLD operators. In conjunction with the organizers of the (inaudible) we had both our regional teams and our global team to help both the ccTLD and BTRC in terms of thinking about where the future should go. And we thank you for your support here and happy that you are here as a beneficiary of the fellowship programme amongst others. So the ICANN ecosystem is open. We just need you to come in the door and by that I mean there are different support organizations, advisory Committees within ICANN. We encourage you to join us and we can furnish more information of fellowships and other opportunities available. So, for example, the Governmental Advisory Committee has 149 Governments represented in it. However within South Asia we still have some gaps where the Government are not part of the Governmental Advisory Committee. I will be very happy to stay on this session to welcome you to the Governmental Advisory Committee. We do a little bit better with the ccNSO or the CC main support organization. But together with a TLD our doors are open. I think it allows you to network with other ccTLD operators for the sharing of best practice. And we stand ready

and give any support we can on the ground. So it is more of a comment than a question.

>> BABU RAM ARYAL: Thank you. Any more from the audience? No. Thank you very much. Please stay on the line and we will discuss more and share more with you. And before we hear from more people from other countries, from South Asia perspective, currently we have the vision from (inaudible) in Bhutan. They briefly share differences from these countries. Company that is operating and in Mali they don't have online assistant process. So multiple case local security by Government entities in Bhutan. It is under national telecommunications operator. And they have a sort -- but the Government (inaudible). And in -- it is a public/private type of partnership and it is public -- they have a very good robust system. And very good examples from Nepal and (Off microphone). They have participants from economy as well as business perspective.

Now I would like to move to our in-person participants and I would like to -- so I can have a -- and this is -- Zakir, you stay on the line so I can have a -- more participants in it discussion. So please (inaudible). Not able to connect or (inaudible). That's it. But precisely present your perspective.

>> JAHANGIR HOSSEIN: Sure. Hello. This is Jahangir Hossein. I am working in -- as a representative of Internet Society Bangladesh Network. Refer to -- in Bangladesh we have two ccTLDs. One is working on .bd and working on this issue to run effective ccTLD. We provide information, thank you. I would like to discuss three points, current operational status and some challenges we are now facing right now in Bangladesh ccTLD. First -- so I think we can skip this. But the thing I would like to discuss registry of Bangladesh ccTLD. But first part ccTLD which introduced in 1999. And that -- for Bangladesh in 2011 for (inaudible). It is recognized as -- Bangladesh also working on I.D. process following ICANN. We are not running yet but it is now working on this issue. The bangla, I would like to thank our Prime Minister and Minister for quality operation since 2001 we acquired for bangla and the process is now working. So I can -- our Government concerned, commercially run bangla.

Operational .bttb, it is actually this company founded in 1971 but in 2008 BTTB is run -- goes through a public domain, publicly owned company and most shared, owned by Government and this -- the name of BTTB is changed to BTCL, the Bangladesh Telecommunications Company, Limited. It is the BTTB post and telecommunication. There is no other register. There is no other reseller. Just one -- one register BTCL who then coordinate with BTTB. If anyone wanted the bd domain name as

previously said we have to fill out a form offline, but can download online and fill out this and submit this in person with proper recommendation from the bank, and the same thing there is no reseller or register. So who can help to get the bd domain but there is unauthorized information to get the .bd domain. Here are some subdomains works under .bd and .bd -- .bd is now up. It is open. Bangla is not up yet. Hopefully soon.

But current operational status is if you want to register for a domain .bd for the first two years register for \$10 and next one year is around \$8. And even to -- have to submit download online and submit in person the form and deposit the money to bank or cash. So this is some administrative issue and it states sometimes it takes seven days also to get the .bd up. Issue and challenges, 15,000 domains registered in .bd but online information and .bd informed information, I got 22,000 domain names registered from Bangladesh which are not .bd domain and this field domains are also used, mailing services or registered on .bd and few organizations has hosted their website locally under .bd. So other challenges we find under .bd domain.

And I would like to elaborate on a couple of issues. The first is challenge in administration. This is a real process. No online process. Submit the form in person with necessary document and then the payment by bank. And this is deposited by a form. So after that you -- it takes at least three or four days, sometimes more to get the confirmation and operational challenges is very big challenges that .bd domain server is running (inaudible). Now DNS is (inaudible) is running. So version 4 is running. So very big challenge. Sometimes we are out of .bd. We can get reply from the .bd. This dimension from operational level. I think Government is working on this issue but this issue is actually held on last couple of years. I think also here, I think he will take the necessary steps to go or held (inaudible). Help this to minimize the operational activities.

Another challenge there is no business plan. The .bd domain they can (inaudible) BTCL. So they can reach that. From Government side when authorized so can make a business policy .bd. So this is a very important issue. And as -- there is -- 160 million people in Bangladesh. Very big market. Authorized a couple of organizations our Government take initiative to build. Government assign some reseller or registrar to capture the market of .bd. And the other challenge is services. And .bd they provide mailing services but I think (inaudible) coordination to get your service from BTCL because they have Government but they can't manage, operate. So organization, take services of the .bd for getting other services. The other

issue there is no DNS security. This is running (inaudible). So -- and the same thing there as security level by (inaudible). Already in our ccTLD is going to provide security services. So I think we need technical capacity as well as the Government initiative to update our .bd server as well as our applied .bd security for future, ensuring the future security plan and IT of our .bd register.

Last year we are not meeting, ICANN representative and other stakeholder representative met with BTCL and regulatory commission to work on this issue how to resolve the .bd issue, especially the migration of the server working on that bangla domain. How to run the domain with IBM services. It takes time and there is -- we also get help from ICANN and other Government to resolve the issue. Also our Government Ministers here, I think it would be resolved in the next couple of months. I would like in this session that we are sharing our experience about the .bd and present bangla. So if you have any questions regarding .bd then please share that. Thank you.

>> BABU RAM ARYAL: (Inaudible). If statements without (inaudible) and come to the platform.

>> JAHANGIR HOSSEIN: There is no problem. The thing is that Government, the Government organization, there are other things to do something that money around the operational technical opportunities. In Nepal they do not provide any challenges. Government also take some initiative to run this operation, but as we know the Government initiative policy they have been charged with (inaudible). So if they minimize or increase I think this is then a good point, some kind of operational -- the operational perspective but good support. So Government take it from the bd run smoothly. Oh, if Government (inaudible) operational or technical capacity, I think Government can -- (inaudible). It is actually Government policy but my point is forget the .bd domain. It should be free.

>> BABU RAM ARYAL: Government policies should be for the public interest.

>> JAHANGIR HOSSEIN: Yeah, for the public interest.

>> BABU RAM ARYAL: Anybody have a question?

>> (Off microphone). Actually there are two problems. One problem is they don't participate (inaudible). The other is a personal problem. You don't give technical service to the (inaudible). Naturally nobody wants to get registered with .bd or .pk or like that. The point is that Government has not tried to own management of their own systems. Here I think Government are not presenting the Government (inaudible). But concerned with it. We have to take up the matter and meet with the authorities that the Government not validate. Just give it to some company with agreement. Nothing could -- giving you clear

(inaudible). So here register .bd a unique new service. The point is that you send money, when you got .bd, .in or .pk you save money and you save administrators which here I cannot (Off microphone). Directly the Governments and (inaudible). But technical management of the old system. That is necessary. Thank you.

>> BABU RAM ARYAL: Thank you. Now from Government owned, Government owned company and operators to privately owned operators perspective which is service in Nepal, I would like to request Mr. Subhash Dhakal to give his perspective.

>> SUBHASH DHAKAL: Should I stand? Okay. So thank you very much. We have done the introductions. We have briefly moved to Nepal scenario. So it is run by a private company. .np it is run by a private company from 1995. So actually -- so the scenario was that the Internet was introduced in Nepal by (inaudible). At that time it was Arella Nepal with a private company. So Internet was introduced at that time. And now the Internet -- after managing the .np ccTLD. Owners didn't have that capacity. So it was given to the private company. So now they have a technical .np and they have basic level services and operational services. So -- as we said earlier, so what -- anybody can go online and register their domain names. Any domain names they can take and wording was a very, very mass problem in Nepal. From five to six years the Government registration process needs proof of identity. If that domain name is delivered to the person or ccTLD requested that. Implemented this requirement. So the registry is modern itself. Now in the case of registrar -- for all second level domains except .com. For the .gov we have a national Government center. It is acting as a registrar. So it is three years back. We have implemented this process.

So we didn't have any approved policies, national level approved policies but follow ICANN guidelines and -- okay. So regarding the second level domain names, so if you see the audio we have presentation, also the (inaudible). So some measures, 25 plus -- 25K plus, .gov 1.5K plus .net, .np 1K plus and other second level domain names they are less than 100. So second level domain names are not open in -- open for register in Nepal for any other entities. We have predefined second level domain names. We cannot register own second level domain names. Internationalized domain names are not registered. They said that we are implementing -- we are testing those things but it is not -- it has not been materialized yet.

So challenges is management of domain names. So we -- they are doing -- they have an approach to manage the domain names. So dispute handling we don't have well-defined mechanisms for the dispute handlings. It is under the jurisdictions to handle

the disputes. DNSSEC they are not pursuing on that. Use of ccTLD I think in the size of economy, so we are -- it might be No. 1 in South Asia. So we have seen the other perspective here. But in the size of the economy we might be the No. 1. But still we have to increase the use of .np. Since .np Government also, follows the efforts of managing or governing .ccTLD. We should focus on the building of cross and user .ccTLD. It is an important thing. Domain name -- people or entity or any other business process, across your domain name, they are not going to come with you of domain name. So this is the most important thing. We should have a financial framework. Right now it is a private company operating entity but stakeholders involvement in this management of .np it is 0. It is a private company. Other private entities are not involved itself. Either the Government is involved or no other Committees are involved in the .np management.

So we should build up an institutional framework and stakeholders can participate in the management of this. So this is the -- one of the ways that we can build the trust. Legal framework is another way. I mean we need to have policies or defined guidelines and tools and those should be endorsed in case of any further dispute we can resolve it. And finally I come again. So we are focusing on development of local content and the services because actually the use of Internet in the country that -- local content and services of this style with the .np users also. So the more we develop local content and services the more use of the .np. And trustworthy of .np will help us to deliver local content and services. So it is a two-way thing. I think our Government is planning to take this approach to manage .np ccTLD. So we are expecting a representative of -- in fact, the owner of that company, mercantile communications. He is visiting another meeting in Korea. So he could not be here. Any suggestions, questions, feedback?

>> BABU RAM ARYAL: Any (inaudible)? If not --

>> I'm sorry. I was actually (inaudible). Actually an eye opening experience. I understand that more or less roughly speaking while the ccTLDs have found themselves in more or less similar situations, you need more capacity building and more data and more technical infrastructure. And you need to ensure communication programme and marketing programme to reach out to the locals and beyond. Now my question is has there been any consistent effort I mean within the registries to build like a certain wholistic approach so that you could tackle all these issues? It is like running in all directions at the same time. But still has there been any effort to package all these in a single policy, vision? Thank you.

>> SUBHASH DHAKAL: The thing is the difference here. So operationally is currently done by the private company but private company, we don't expect a private company to bring that wholistic vision. So the Government is working on that wholistic vision and they have some preparatory work and drafts, but it still needs stakeholders' endorsement. So I was talking with my -- one of the service tables and we were having -- we have discussed three months ago that we have a stakeholder meeting with that policy framework. So that everyone will own that policy frameworks and Government will endorse it and it will be enforced in. Next APrIGF let's hope we have some updates on that policy framework. Thank you.

>> Since there is no charges what happens with the domain name renewal in case it becomes Government or it is not used? Is it acquired back or remains --

>> SUBHASH DHAKAL: It is mutually professional.

>> BABU RAM ARYAL: So you have a policy that any registered ccTLD Government not (inaudible) and that would be it. That is -- and if you register online and if you submit your requirement, your I.D. and other Governments, two weeks (Off microphone). Now let's move to India and India has public and private citizens managing ccTLD and (inaudible). So I expect please say your -- the list of (Off microphone).

>> BRAJESH JAIN: Thank you. In India the ccTLD originally was given to CDG, Center for Development and realized the kind of difficulties we are facing in our country has been heard. It was conversed in to a section from (inaudible). Because not owned by Government and it is not-for-profit. It has to be set up and the stakeholders are the members of Maxine who present and elect a board of directors in a completely Democratic process. Of course, the Chairman of the (inaudible) is a secretary. He is not -- he is Chairman but he is also -- and being in India we follow a very strong robust Democratic process. Whenever change of administration the Government is mobile. We had approximately 1.7 million domains .in but as we know we got 2.5 .coms as well. We are charging USB 5.5 of (inaudible) 350 for each year domain and thirdly domain is U.S. dollar 4 which is there. Domain can be taken from (inaudible). And this domain very clear policy of -- with automatic renewals of 45 days and then it goes from RBG. After which the domain restores back to the registry. And we have very strong dispute manner and just to tell you that we hardly have any disputes which is more than two or three months old. And also registry technical is operating in main center, and we have been able to take our technical services over three years which very experienced in such matters. And we have been able to experience enough time of -- 100% which is there. And even

though we are charging an amount which is USD 5.5 still be that this charge can be further reduced down including making it free, but we are advised that there is no free lunch and -- but at the same time whatever forms which are available to make from these operations, then we use for awareness to the Internet for India. Competing to various Internet forms and next year sponsoring more than 30 fellows to go and visit various international events and also helping from South Asia Network Group Senior which is there. So we have taken at least once should be held in India every year. So with those funds which are there apply for the Internet. And they are not going back to the Government as of now. I think that I would like to rest. (Laughter).

>> BABU RAM ARYAL: Thank you very much. And any questions? Thank you. Now this is like -- from technical perspective, legal perspective, Government and private (inaudible). Now ccTLD. Director (Off microphone). With Government. Strong enough to manage ccTLD apart from the policy of ICANN structure and how -- (inaudible) and now (Off microphone). I can explain important role in this. Impact of that and role of (inaudible) as well in this kind of. I would like to request Arun Sukumar from Center for Communication Governance to summarize from your perspective from this policy and framework perspective.

>> ARUN SUKUMAR: Thank you, Babu. I am from the Center for Communication Governance. Range of stakeholders speak here. Consultation for (inaudible) from Government, public, from public to private, publicly held partnerships. One of the concerns, one of the (inaudible) of the ccTLD regime generally the ICANN universe is that country code Top-Level Domains, some governments, some sort of processing right to exercise how ccTLD should be run and operated. That kind of limits the role of public and private stakeholder and limits the sale of private, whether technical or Civil Society, because especially in South Asia the Governments have a very important role to set policy. So even if it is a private actor that is running operating a ccTLD as say in Pakistan, the rules of dispute resolution would be framed by the Government. In South Asia, especially the culture of logging is clearly not a multi-stakeholder hold. It comes from the Government. So what can be done to address these concerns is to respond to the question how capacity building is raised by (inaudible) is -- we have a SOC regime and a lot of activity going on in the southeast and represented in this panel belong to SOC but there is no -- little effort in building up a multi-stakeholder community in the Southeast Asia. Some information (inaudible). And ccTLD you would say technically it is first and foremost the (inaudible) and registry. It would

enhance the cost of digital access and greater registrations of ccTLDs, Civil Society Organizations as well as technical organization and the academia involve policy making and formulating policy to governments in South Asia. You have the .in domain dispute resolution process and (inaudible). He is -- he -- (inaudible). In fact, I think -- to -- I have -- around 2011 there were 50 cases regarding dispute resolution in domain names. Out of 50 or 60 dispute resolution cases that came up because of (inaudible) or according to (inaudible) almost all cases were resolved in favor of (inaudible). Mostly because they related to cases of (inaudible). No (inaudible). Have a right to domain name resolution but the precedent has been set. Does it mean that integration of (inaudible) is primary way of dispute resolution and not just a question here of fundamental. It is about (inaudible) for southeast region. So not only one such -- policy concerns involving (inaudible).

So I conclude by emphasizing the role that multi-stakeholder in Southeast Asia have to play. Play an important role in coordinating activities and there are multi-stakeholder groups within India and other SOC countries as well but there has been very little cross country operational that happens on multi- -- also on policy. It would greatly help if, for instance, dispute resolution mechanism I cannot see how the communities are vastly different given that the rates are minimal to free. So I don't see how the communities infer in competition because (inaudible). So it is important that a multi-stakeholder community forms within South Asia to finally formulate policy but I think there is a strong case to be made up for multi-stakeholder communities to provide crucial policies and large and digital access concerns.

>> BABU RAM ARYAL: Very good question. How -- (Off microphone). ICANN.

>> ARUN SUKUMAR: At least there is a gap. Running of ccTLDs shall be determined in accordance with national law and Governments, in various gap discussions from, you know, from I think ICANN meeting perspective but the light could be very consistent but ccTLDs, Delegation of ccTLDs, some important issue at gap meetings these days. Governments have been pushing strongly for application of laws and to this extent does it become recognized? Although not saying. It has been that ccTLD somehow (inaudible) data -- not Governments but national laws. National laws are the first point of reference for this dispute resolution and so on and so forth. So take a role of Governments but I suggest that if multi-stakeholder and India, for instance, but ICANN (inaudible) and said that is perhaps no ultimate (inaudible) multi-stakeholderism to go forward. I am not sure that it will be debated extensively but to have that

multi-stakeholder across. The group has not been meeting for a long time and not sure that I -- I don't know about other South Asian countries but there is a strong case, application of national laws is pretty strong. I think there is a strong case for cross community or cross regional or cross country collaborations.

>> BABU RAM ARYAL: Thank you. Do we have any other person who wants to present an issue to the panel? Very quickly.

>> I had a question. This is a question for the panelists.

>> BABU RAM ARYAL: Please.

>> So participant Armita, I had a question for all panelists, if they can share what the challenges ccTLDs are facing apart from cost of domain name and promoting them amongst the masses.

>> BABU RAM ARYAL: Armita is from the Internet.

>> To all the panel.

>> BABU RAM ARYAL: To all the panelists and wrap up with one minute speech.

>> The cost challenges we already talked. Two challenges, technical and administration. Two things, very important challenges and administration how the ccTLD will be operated and how ccTLD operator, how to minimize the administrative burden to operate the ccTLD. As I told not only public company operate the ccTLD. So they sometimes there is -- not (inaudible) and submit the form in person with document deposit the money.

>> SUBHASH DHAKAL: From the Government is very important. Those are the challenges we are facing in Nepal.

>> BABU RAM ARYAL: (Inaudible).

>> Actually the ccTLD, the business also already have taken .com. So we have technical kind of understanding that migrated -- we cannot migrate until the migration has ended.

>> BABU RAM ARYAL: (Inaudible) very quick, 30 seconds? Zakir?

>> ZAKIR SYED SAMENA: As I mentioned to the question we have two different types of challenges being faced by ccTLDs, including the legal, administrative and technical. Besides the financial or cost issues challenges there are issues that includes customer care, localized content, overall state of Internet and Government in that particular country and the holder of the -- (inaudible) and stuff like that is being offered by ccTLD. Apart from the cost factor there are quite a number of other challenges that are being faced by ccTLDs.

>> BABU RAM ARYAL: Said quick?

>> SAID ZAZAI: Cost is important. In our case the business model is also very important because our current Government inefficiencies are hindering the process of marketing, of reducing costs of billing and things like that.

So in my personal opinion a different business model, probably a public/private partnership model could enhance these -- the opportunities and mitigate the challenges that we have.

>> BABU RAM ARYAL: Thank you, Said. Thank you all the participants and presenters and audience and distinguished panelists. Thank you very much. Thank you for allowing us to present this. Thank you very much.

(Applause.)

>> A quick announcement. There is a 20-minute session after lunch and the title of this session is Disaster Risk Reduction of ITT, Networking Project by Asia-Pacific Internet People. So this is already on the online agenda but it is a 20-minute session. If you are interested please come back to that room.

(Session concluded at 12:58)

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