ICANN | ISPCP

Internet Service Providers & Connectivity Providers

OCTOBER 2016

MEET THE ISPCP

The ISPCP became a constituency within ICANN's Generic Names Supporting Organization (GNSO) in 1999 and has fulfilled the role of representing the Internet Service Providers and Connectivity Providers sector in ICANN ever since. The GNSO was previously known as the Domain Name Supporting Organization (DNSO). The constituency has a global membership that includes:

- Broadband Infrastructure & Connectivity Providers
- Internet Service Providers
- ISP Associations (ISPAs)
- Internet Service Coalitions

Members are from countries including Argentina, Bangladesh, Brazil, Canada, France, Japan, Kenya, Germany, India, Malawi, Nepal, Palestine, South Africa, United Kingdom, United States, and Uruguay.

FOR MORE INFORMATION ON THE ISPCP, PLEASE VISIT:

WWW.ISPCP.INFO

SECRETARIAT@ISPCP.INFO

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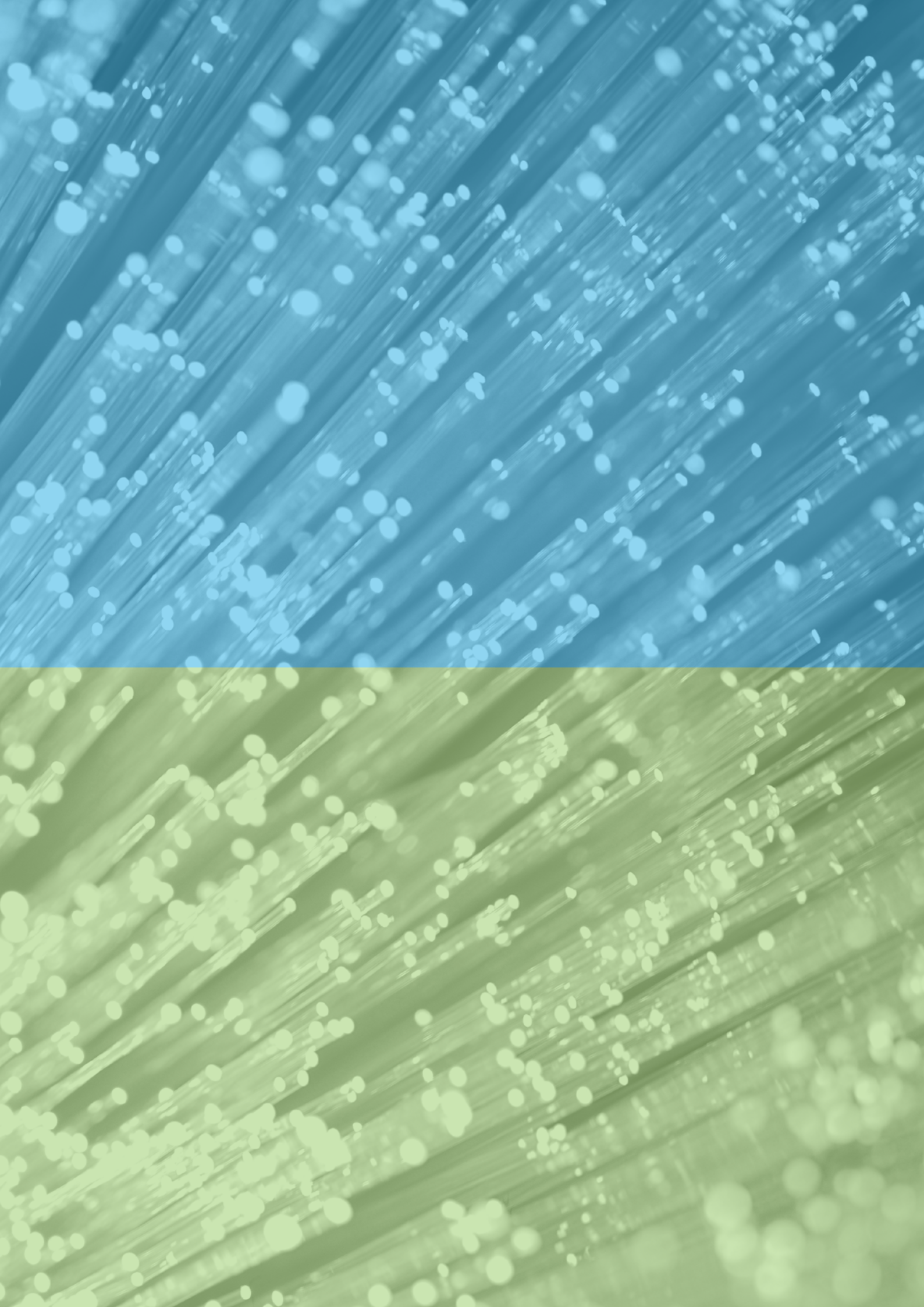


IANA STEWARDSHIP TRANSITION: ENSURING SUCCESS

BY **WOLF-ULRICH KNOBEN**
VICE CHAIR OF THE ISPCP

Two of the ISPCP's major interests in the Internet Assigned Numbers Authority (IANA) transition have been to preserve the present operational excellence of the IANA services and to keep the Domain Name System (DNS) secure, stable and robust. The community has delivered a plan for transitioning the IANA functions to a new legal entity, with provisions for enhancing ICANN's accountability. The National Telecommunications and Information Administration (NTIA) finished the current IANA contract by end of September 2016. Now implementation becomes critical.

> *"To maintain stability, everyone will have to build on past successes."*

On several occasions during the development of the transition plan, IANA customers overwhelmingly expressed their satisfaction with the IANA services. To maintain this high level of service in the future will require excellent management of Public Technical Identifiers (PTI), the successor to IANA, and diligent supervision by PTI customers. Making the ICANN Board responsible for selecting the PTI management team acknowledges the high service performance requirements for the IANA services. To maintain stability, everyone will have to build on past successes.

A newcomer in this post-IANA world is the Customer Standing Committee (CSC). Like any newcomer, the CSC will have to fine tune its role. PTI customers and their related communities will be able to, according to agreed-upon processes, voice their concerns to the CSC about the services PTI provides. This function will be an important mechanism for the community, and in the future, the ISPCP will focus on the work of the CSC.

In summary, the ISPCP actively contributed to the development of the transition plan and the work on enhancing ICANN's accountability, and is committed to continue this active role during the implementation phase.

HOW TO GET THE NEXT BILLION ONLINE:
BE PART OF THE FIGHT FOR UNIVERSAL ACCEPTANCE

BY **CHRISTIAN DAWSON**
CO FOUNDER AND EXECUTIVE DIRECTOR OF
THE INTERNET INFRASTRUCTURE COALITION

AND **LARS STEFFEN**
BUSINESS DEVELOPMENT AT ECO
(ASSOCIATION OF THE INTERNET INDUSTRY)

According to the International Telecommunication Union (ITU), 3.2 billion people worldwide are online, and around 45 percent of all households have access to the Internet. Despite these impressive figures, it has been only recently that people who speak languages that are represented using non-Latin alphabets have been able to start using the Internet to its fullest extent in their mother tongues. This is a result of the DNS supporting non-ASCII characters in domain names, more specifically, support for Unicode characters in internationalized domain names (IDNs) and email address internationalization (EAI).

Internationalized domain names and email addresses now exist for multiple languages and alphabets – e.g., Han, Cyrillic, Hangul, Thai, Arabic, Hebrew and Greek. But help is still needed from the community to bring the rest of the systems that touch the Internet up to modern standards, to achieve what is now known as Universal Acceptance (UA). To achieve Universal Acceptance, Internet applications and systems must treat all top-level domains (TLDs) in a consistent manner, including new generic top-level domains (gTLDs) and internationalized TLDs. Specifically, they must accept, validate, store, process and display all domain names.

So many software and systems that the Internet relies upon today are not yet compliant with the standards of Universal Acceptance. Not all online portals are primed for the opening of a user account with one of these new email groups. Not all online forms accept top-level domains that exceed the previous standard length of two or three characters or email addresses that are based on unicode. To give you one example: Over 90% of all websites tested accept our ASCII@new-four-character-TLD, but less than 5% accept our unicode@idn.idn!

The Universal Acceptance Steering Group (UASG) is an Internet community initiative that was founded in February 2015 and tasked with undertaking activities that will effectively promote the Universal Acceptance of all valid domain names and email addresses. The group is made up of members from more than 120 companies (including Apple, GoDaddy, Google, Microsoft and Verisign), governments and community groups. The UASG receives significant financial and administrative support from ICANN.

As an Internet Service Provider, you are one of the cornerstones of the Internet Industry. Every email, every request to show a website passes through your systems on the application level. This is why the UASG is encouraging you to get all of your systems UA-ready. We seek your support in accomplishing the UASG´s mission. A big first step would be to create a clearer picture of the status quo: How many UA issues do you, your engineers and your support staff receive per day, week or month? Share your experiences with us and the industry. The UASG is working on an issue logging system to gather, structure and aggregate information to direct your and our resources in the right direction.

We are particularly seeking involvement from ISPs from regions outside North America and Europe, where internationalized domain names and email addresses based on non-Latin scrips are more common. The UASG has developed core documentation to support your efforts and to help developers get their tools and programming languages UA-ready.

Make a difference. Get involved. Visit **UASG.tech**

> *So many software and systems that the Internet relies upon today are not yet compliant with the standards of Universal Acceptance.*

MEMBERSHIP SPOTLIGHT

The ISPCP welcomed several new members in 2016, including the following organizations. Join us in welcoming them to the ISPCP Constituency!

INTERNET SERVICE PROVIDERS' ASSOCIATION OF NEPAL (ISPAN) – NEPAL

REPRESENTATIVE TO THE ISPCP: SUMAN LAL PRADHAN, PRESIDENT OF ISPAN & CEO OF WEBSURFER NEPAL COMMUNICATIONS SYSTEMS PVT. LTD, THE INTERNET INFRASTRUCTURE COALITION

The Internet Service Providers' Association of Nepal (ISPAN) was founded in 1998 with a mission to develop and promote the Internet for everyone. ISPAN's activities began when ISPs like Mercantile, WorldLink, CCSL, HTP and ENET came together with the purpose of making the Internet affordable to local communities and penetrate into rural areas. Since then, ISPAN has been initiating and supporting dialogues with the Nepalese Ministry of Information and Communication, the Nepal Telecommunication Authority and Nepal Telecommunications. ISPAN is at the forefront, collaborating with several ministries and departments about shortcomings in matters such as license conditions.

ISPAN has been fighting and exercising the right to obtain timely and quality infrastructure and resources to enable Internet service licensees to deliver high-quality services. They have been leaders in bringing about changes in Internet policy, through regular interaction with various government departments, other industry associations and the media. For more information, please visit http://ispan.net.np.

Suman Lal Pradhan, ISPAN's representative to the ISPCP, is the current President of ISPAN and the CEO of Websurfer Nepal Communications Systems, a leading Internet Service Provider in Nepal. He holds an M.Sc. degree in Statistics, an MBA in Marketing and a B.Sc. in Physics, Statistics and Mathematics. Suman is also an Executive Member of the Computer Association of Nepal and a member of Rotary International.

BD LINK COMMUNICATION LTD. – BANGLADESH

REPRESENTATIVE TO THE ISPCP: JAHANGIR HOSSAAIN, MANAGER, IP CORE NETWORK, BD LINK COMMUNICATION LTD.

BD Link Communication Ltd. is a private limited company incorporated in Bangladesh. It holds the International Terrestrial Cable (ITC) and International Internet Gateway (IIG) license issued by the Bangladesh Telecommunication Regulatory Commission (BTRC). For more information, please visit http://www.bdlink.com.bd/.

Jahangir Hossain, BD Link's representative to the ISPCP, has more than 10 years of experience working with ISPs. He is based in Dhaka, Bangladesh, as the Manager, IP Core Network of Bangla Tel Group, where BD Link Communication Ltd. is a leading service provider of IIG and ITC. Bangla Tel Ltd. is an International Gateway (IGW) in Bangladesh. Jahangir is also the Chief Consulting Engineer of Open Communication Limited, a leading Internet resource analysis, solution and consultancy organization focused on service providers – e.g., IIG, IGW, ICX, NTTN – and the telecom and corporate sectors in Bangladesh.

Jahangir is also a founding member and Vice Chair of the Internet Society (ISOC) Bangladesh Dhaka Chapter, and a founding member of the Executive Committee of Bangladesh Network Operator Group (bdNOG). He is also a National Point of Contact (NPoC) of the Space Generation Advisory Council (SGAC), in support of the United Nations program on space applications. He has participated in the Internet Society (ISOC) Next Generation Leadership (NGL) program and is a fellowship alumni member of the South Asian Network Operators Group (SANOG). He also participates in organizations such as ICANN, the Internet Engineering Task Force (IETF) – as an ISOC fellow to the ETF, and the Internet Governance Forum (IGF) Secretariat of the United Nations. Jahangir holds a master's degree from the Department of Computer Science & Engineering at Daffodil International University in Bangladesh.

POSIX SYSTEMS – SOUTH AFRICA

REPRESENTATIVE TO THE ISPCP: MARK ELKINS, FOUNDER OF POSIX SYSTEMS

Posix Systems was established in 1992 as one of the original ISPs in South Africa. It has since grown to become a unique niche player in the South African marketplace, and was one of the first to be exclusively open source based. The founder and managing director, Mark Elkins, became a Cisco Certified Internetwork Expert (CCIE) 12 years ago. He is the technical director of UniForum SA, which currently manages the co.za domain. Mark developed the entire registration and ticket system. Posix Systems is also one of the original members of the Internet Service Providers Association (ISPA) South Africa (member number: L003). Mark contributes by making presentations at ISPA's yearly iWeek conference. For more information, please visit **http://posix.co.za/**.

Mark Elkins, Posix Systems' representative to the ISPCP, has been involved in computer communications since 1986. Mark has administered the co.za domain name on behalf of UniForum SA since 1995. Today, the co.za domain has over a million domain names and is by far the largest domain in Africa.

For the past 10 years, due to his involvement with ZACR (the South African Central Registry), Mark has given regular training to ISPs on the DNS and DNS Security Extensions (DNSSEC). Mark is also involved in the DNSSEC management of co.za, local country code top-level domains (ccTLDs) such as za, and gTLDs that are run locally – that is, in Durban and Capetown. He is the technical leader on the ICANN project "DNS Africa Study" (**dnsafrica.study**), which is collecting statistics about all African ccTLDs.

Mark is also involved with the Southern African NOG (SAFNOG), ISOC, the African Network Operators Group (AfNOG), the African Internet Service Providers Association (AfrISPA) and the African Peering and Interconnection Forum (AfPIF). Furthermore, he is a Board Member of COZA-Cares, a non-profit organization that is involved with ICT in schools. Mark's hobbies include scuba diving, and is a National Association of Underwater Instructors (NAUI) dive instructor.

NEW ISPCP MEMBER FROM BRAZIL HAS INNOVATIVE APPROACH TO SERVING ISPs

BY **LACIER DIAS**
TECHNICAL DIRECTOR AT SOLINTEL – BRAZIL

My company has two distinct lines of business:

1. We conduct itinerant monthly training in Brazil, preferably in underserved places where other teachers will not go. We share operating best practices with providers – adjusted for local situations. We feel that even though something is small, you can still do it right. We use Mikrotik and Cisco, but without any commercial appeal or proprietary applications. After much research, we chose Mikrotik because of its low cost and thorough teaching materials. Our training helps enterprises improve, fosters local businesses, and generates jobs and income in these locations.

2. We help providers navigate complicated government policies in Brazil. There are three levels of government in Brazil – municipal, state and federal. Of particular interest is ANATEL, the government agency that oversees telecommunications. People find these government bodies confusing, plus the rules are constantly changing. We have a team of lawyers, engineers and accountants – specialized in legal, technical and financial aspects of government. We help providers stay current with changes, assist them with monthly obligations with government agencies, and help them resolve technical and regulatory issues.

ISPCP OUTREACH IN LAC

BY **TONY HARRIS**
ISPCP GNSO COUNCILOR AND EXECUTIVE DIRECTOR OF CABASE – ARGENTINA

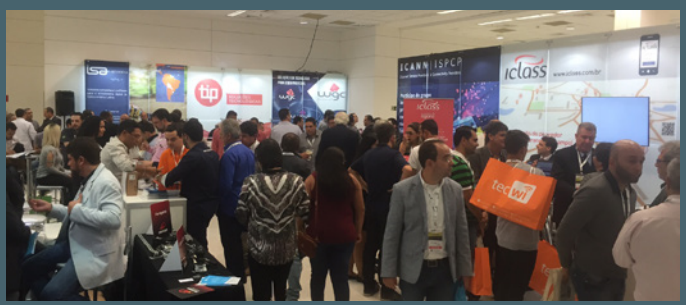
During the first half of 2016, the ISPCP conducted two outreach efforts in the Latin America and Caribbean region.

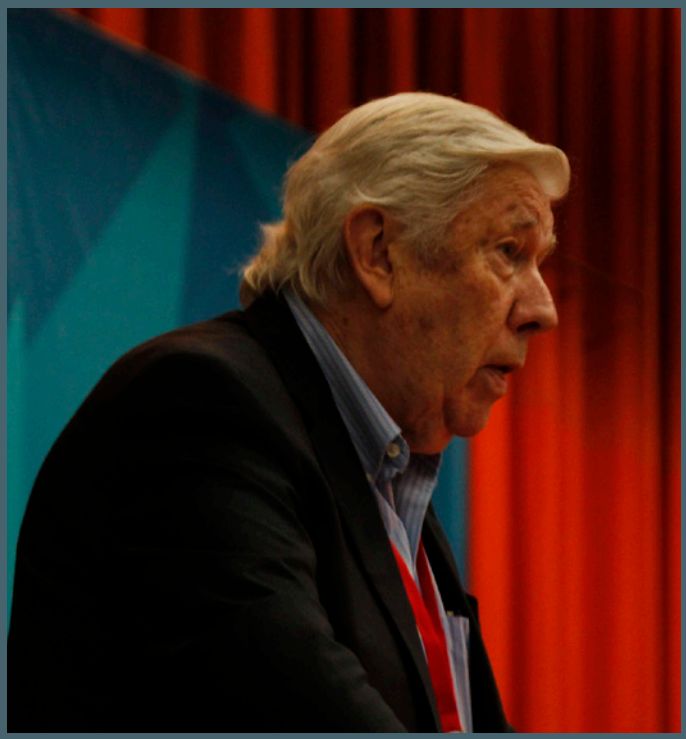
The first event was at LACNIC 25, the meeting of the Latin American and Caribbean Internet Addresses Registry, held in Havana, Cuba, from 2 April to 6 May. LACNIC was attended by more than 400 ISPs, connectivity providers, universities and governments from the Latin America and Caribbean region. Representing the ISPCP, Tony Harris (a member of the Executive Committee), made a presentation during a plenary session, providing an overview of the activities of our constituency and details of new issues such as Universal Acceptance of new gTLDs.

The second event took place from 1–3 June at the 7ºISP Conference and Exhibition in Sao Paolo, Brazil. The event was organized by ABRINT (*Associacao Brasileira de Provedores de Internet e Telecomunicacoes*), and was held at the Frei Caneca Exhibition Center. More than 3,000 ISPs and connectivity providers attended the event over the three days. Again, Tony Harris was present representing the ISPCP, and delivered a presentation on our constituency.

The ICANN LAC group contracted a booth at 7ºISP, with specific ISPCP signage, in the large exhibition hall that featured some 80 booths. Many companies and organizations stopped by to visit our booth, and to learn about the function and activities of the ISPCP.

The ICANN office in Uruguay created a special flyer about the ISPCP, in Spanish and Portuguese, which was distributed at both events.





ISPCP REGIONAL COMMUNITY OUTREACH PILOT PROJECT (CROPP) AT THE AFRICA INTERNET SUMMIT – GABORONE BOTSWANA, 4 JUNE 2016

BY **LEONARD OBONYO**
TESPOK – KENYA

The meeting brought together all the Af* organizations (AFNOG, AFRINIC, AFTLD, AFREN, AFRALO, Af-IX). These are organizations collaboratively working for a better Internet in Africa. They represent the various sectors of the Internet ecosystem, including: Internet numbers, policy, content, domain names, research, infrastructure, capacity building and security.

My colleague Fiona Asonga and I participated in ICANN day, which took place on 4 June 2016. We made a presentation on the role of ICANN's ISPCP Constituency and how regional ISPs and connectivity providers can benefit by participating in the policy development process and other matters affecting them. We explained the ICANN multistakeholder structure model, touched on the IANA functions and addressed the TLD Universal Acceptance concerns about bugs or errors resulting in unintended name blocking. We also explained the importance of ISPs and connectivity providers in the Internet ecosystem, since ISPs are the first points of contact when customers have a problem.

The main objective of our outreach was to encourage participation of the regional ISPs and connectivity providers in the constituency's activities, and also in AFRALO and ICANN regional activities. We explained the structure and activities of ICANN in general and encouraged the regional organizations to participate in the development of ICANN's policies and activities through the ISPCP Constituency. It is through this participation that ICANN can address some of the issues that affect individual Internet users.

A number of ISPs and connectivity providers expressed an interest in joining the constituency. Some of the connectivity providers we interacted with included: WIOCC, SEACOM, Tunisia Internet Agency, Liquid Telecom and 12 Internet exchange points from the Africa region. Later, we had a follow-up meeting with 24 ISPs – from Botswana and throughout the region – where we discussed several issues regarding the role of the ISPCP Constituency. ISPs in the region were interested in participating in the ISPCP, however for many, attending all ICANN Meetings is a challenge. We encouraged them to participate in the meetings remotely, where available.

> *"It is through this participation that ICANN can address some of the issues that affect individual Internet users."*

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Internet Service Providers & Connectivity Providers Constituency

ABOUT THE ISPCP

The Internet Service Providers and Connectivity Providers (ISPCP) Constituency represents the views and interests of Internet service providers (ISPs) and connectivity providers at ICANN. The ISPCP is a member of the Commercial Stakeholders Group (CSG) in the Non-Contracted Parties House of ICANN's Generic Names Supporting Organization (GNSO). The ISPCP became a constituency within the GNSO in 1999, and has fulfilled the role of representing the ISPCP sector in ICANN ever since.

The members of the ISPCP Constituency are entities that operate Internet backbone networks and provide Internet access and related services to end users. They are key players of the Internet, and have an essential role in its stability and development. The ISPCP balances the needs of ISPs and connectivity providers with the public interest.

The constituency has a global membership that includes:

- Broadband infrastructure and connectivity providers
- Internet service providers
- ISP associations
- Internet service coalitions

Members of the ISPCP volunteer for leadership positions within the ISPCP Constituency and for other roles within the ICANN multistakeholder community.

ISPCP ROLE IN POLICY-MAKING

ISPCP constituents run the Internet's help desks, and are committed to limiting the number of calls from upset consumers. The ISPCP guides policy development on issues related to the operational stability of operation of the Domain Name System root zone. ISPCP members help shape policies that affect ISPs and connectivity providers or cause disruptions in how ISP customers interact with the Internet.

CURRENT ISPCP ISSUES

- Universal Acceptance of the new generic top-level domains (gTLDs). Serves in a leadership role in the Universal Acceptance Steering Group (UASG). Communicates and coordinates outreach efforts and establishes best practices and knowledge repositories.
- Operational excellence of the Internet Assigned Numbers Authority (IANA) functions. Supports the work of the groups within ICANN working on the IANA Stewardship Transition and Enhancing ICANN Accountability efforts.
- Policies affecting the future operational environment of the Internet, including network neutrality, name collisions and Internet addressing.
- Technical issues identified by the Root Server System Advisory Committee (RSSAC) and Security and Stability Advisory Committee (SSAC).
- Evolution of WHOIS. Supports the provision of gTLD directory services with a focus on system security and stability – through decentralization and national data protection laws.

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Internet Service Providers & Connectivity Providers Constituency

ISPCP EXECUTIVE COMMITTEE – 2016

Tony Holmes
CHAIR

Wolf-Ulrich Knoben
VICE-CHAIR AND GNSO COUNCILOR

Alain Bidron
EXECUTIVE COMMITTEE MEMBER

Osvaldo Novoa
NOMINATING COMMITTEE REPRESENTATIVE

Anthony Harris
GNSO COUNCILOR

GET INVOLVED WITH ISPCP

ISPs or connectivity providers may apply for membership in the ISPCP if they can demonstrate that the activities of the GNSO affect their organization. They must also show that they understand that the delegates appointed by the Constituency are expected to participate in the Constituency's work, events and activities.

You can participate in ISPCP monthly meetings via conference calls with Adobe Connect. We also meet in person at ICANN Public Meetings, held three times per year.

To learn how to become a member, email the ISPCP Secretariat.

secretariat@ispcp.info

ispcp.info

ABOUT ICANN

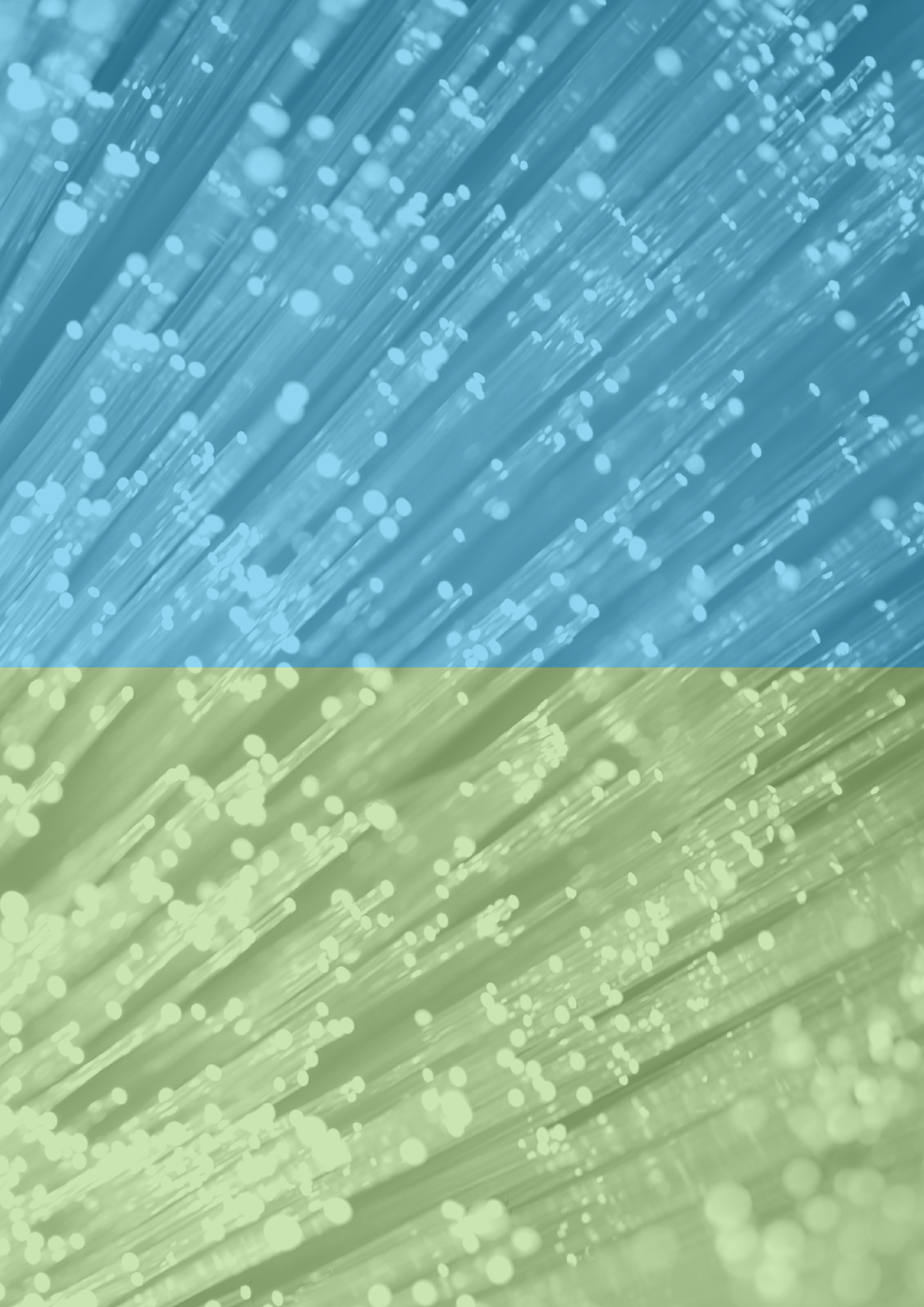
ICANN's mission is to help ensure the stable, secure and unified operation of the systems that support the Internet's unique identifiers across the world. To reach another person on the Internet, you have to type an address into your computer—a name or a number. That address has to be unique so computers know where to find each other. ICANN was formed in 1998 as a not-for-profit public-benefit corporation and a community with participants from all over the world. ICANN and its community help coordinate and support these unique identifiers. We also promote competition and develop policy for the top-level of the Internet's naming system and help facilitate the use of other unique Internet identifiers.

ABOUT THE GNSO

The Generic Names Supporting Organization fashions (and over time, recommends changes to) policies for gTLDs (e.g., .com, .org, .biz). The GNSO strives to keep gTLDs operating in a fair, orderly fashion across one global Internet, while promoting innovation and competition.

icann.org

gnso.icann.org/en



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Internet Service Providers & Connectivity Providers

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