

# ICANN | ISPCP

Internet Service Providers & Connectivity Providers

OCTOBER 2017

## 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

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

**FOR MORE INFORMATION ON THE ISPCP, PLEASE VISIT:**



[WWW.ISPCP.INFO](http://WWW.ISPCP.INFO)



[SECRETARIAT@ISPCP.INFO](mailto:SECRETARIAT@ISPCP.INFO)



One World, One Internet



# WELCOME FROM THE CHAIR & VICE CHAIR



BY **WOLF-ULRICH KNOBLEN**  
ISPCP CHAIR



AND **TONY HOLMES**  
ISPCP VICE-CHAIR

The Post-IANA-Transition-Period is marked by an ICANN consolidation process. The Internet Service Providers and Connectivity Providers Constituency (ISPCP) as an integral part of the GNSO community is continuously cooperating on related policy issues like the implementation of the new bylaws, Next Generation gTLD Registration Directory Services, handling the New gTLD Auction Proceeds or Universal Acceptance. The Constituency is also faced with new challenges to cover those tasks following the installation of the Empowered Community.

Elaborating on the abovementioned consolidation of recent successes, we feel that ICANN is at a stage where stepping back and taking a real holistic view of the organization would actually help solve some of the workload management issues. This would first be done by looking at the structure of ICANN itself and second, by the way that the review work is done. It's a good time to do that now, with the Empowered Community taking an increasing role in ICANN.

First, we're aware that there are more than ten reviews of separate processes and community organizations scheduled, which would be a difficult thing to handle. Further, we question the value of having a schedule of one review after another and as such, we see two issues for the community. One is that we consider that each review is so resource-intensive that the value of those reviews is questionable. This is particularly true if it gets to the stage where the community is stretched to comment on all reviews. The actual feedback is a very focused response from those parts of the community that are impacted and is not a broad view of how the rest of the community fits in and feels about those reviews.

We also feel that the schedule of having eleven meetings, eleven reviews, means that each one is looked at separately rather than in relation to one another. There are overlaps between many reviews, where one could impact the other, but there's no bandwidth to actually take that holistic review of ICANN's structure as a whole. From an ISP perspective, we question the value of waiting that time with a whole string of reviews if there's a need to consider whether it may be

better combining some of that resource to take a more holistic review of parts of the organization. Therefore, we encourage the board and the ICANN community sooner than later to pave the way for this approach.

The ISPCP is actively involved in many areas within the ICANN community. In addition to the Constituency's engagement in the technical and policy related development of the DNS over the past months, we have been successfully active in outreach. As a consequence, the Constituency enjoys growing membership in particular from Asia-Pacific, Africa, and Latin America. For ICANN60, we're proud that with the support of ICANN's Global Stakeholder Engagement team, a special outreach event has been organized during ICANN60 conference in Abu Dhabi. This is where top telecommunications executives, leading Internet Service Providers, regulators and technical experts can explore trends and policies affecting the digital economy of the Middle East. The ISPCP Outreach event will be held on Monday, 30 October 2017, and more information can be found by visiting the ISPCP website, [www.ispcp.info](http://www.ispcp.info).

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# ISP & TELCOS CONNECT WITH WHAT IS NEXT: AN ISPCP SPECIAL EVENT HELD IN HYDERABAD, INDIA DURING ICANN57



BY **TONY HARRIS**  
ISPCP GNSO COUNCILOR



On Monday, 7 November 2016, at the ICANN meeting in Hyderabad (India), the ISPCP Constituency held a special Outreach event for the ISP and Connectivity Providers of India. Mr. Anil Jain, Chief General Manager, of BSNL delivered the keynote to an audience of over 120 people during the half day session, “ISPs and Telcos: Connect with What’s Next – Companies, Clients and Connectivity” at ICANN57. The results were impressive and this three hour event was continued by an active networking lunch.

The event was designed to feature overarching subject matter closely related to the day-to-day business of this industry sector such as Internet of Things, Mobile Internet, and Internet Exchange Points. These subjects were followed by a briefing of ICANN’s role and key related activities, which further highlighted the importance of participating in the ICANN through the ISPCP Constituency.



The Role of Internet Exchange Points Panel



## The event featured three panels:

- **Mobile Internet and Internet of Things (IoT)**, with speakers from Tata Communications, Qualcomm, Internet Service Providers Association of India (ISPAI), and Virtusa (all from India), moderated by Vikram Tiwatha, Dep. Director General of Cellular Operators Association of India (COAI)
- **Internet Exchange Points**, with speakers from Malawi Internet Service Providers Association (ISPA), ECO (Germany), CABASE (Argentina) and Mumbai Convergence Hub, moderated by Rajesh Charia, President of ISPAI.
- **Role of ICANN and the ISPCP**, with speakers from DotAsia (China), ISPA India, ICANN CTO Office (J.Lamb), COAI and NIXI (India), moderated by Mark McFadden, CTO of CIX., and Asha Hemrajani of the ICANN Board also contributed to this session.

The general consensus of those participating in this outreach initiative was that it served to congregate a significant group of leading Indian companies and organizations from the Telco/ISP sector, who were able to better understand the role of ICANN and how it relates to their activities.

Materials from the ISPCP Outreach event held during ICANN57 can be viewed online at <http://www.ispcp.info/icann57-isp-cp-outreach>.



# WHY UNIVERSAL ACCEPTANCE IS KEY FOR BUSINESS AND CIOs



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

According to the Internet World Stats, 3.8 billion people are now online worldwide ([www.internetworldstats.com](http://www.internetworldstats.com)). Despite this impressive figure, only recently have people with languages based on non-Latin alphabets been able to use the Internet to its fullest extent in their mother tongue. This is a result of the Domain Name System (DNS) supporting non-ASCII characters in domain names, more specifically, to support Unicode characters in Internationalized Domain Names (IDN) and E-Mail Address Internationalization (EAI).

Internationalized domain names and e-mail addresses now exist for multiple languages and alphabets – e.g. Han, Cyrillic, Hangeul, Thai, Arabic, Hebrew and Greek – 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 gTLDs and internationalized TLDs. Specifically, they must accept, validate, store, process and display all domain names.

Internet Service Providers are one of the cornerstones of the Internet Industry. Every e-mail, every request to show a website passes your systems on the application level. This is why the Universal Acceptance Steering Group (UASG) is encouraging you to get all of your systems UA Ready and we seek your support to accomplish the UASG’s mission.

The UASG, supported by ICANN, is a community-led initiative working on creating awareness and identifying and resolving problems associated with UA. The purpose of these efforts is to help ensure a consistent and positive experience for Internet users globally.

A large portion of today’s software and systems that the Internet relies upon are not yet compliant with the standards of UA. Not all online portals are primed for the opening of a user account with one of these new e-mail addresses. While filling out online forms, TLDs that exceed the previous standard length of two or three characters and e-mail addresses that are based on unicode are not always accepted. To give you one example: Over 90 percent of all websites tested accept an ASCII@new-four-character-TLD, but only hardly eight (8) percent accept an [unicode@idn.idn](mailto:unicode@idn.idn)!



Help us create a clearer picture of the status quo. Are you aware of UA issues? How many UA issues do you, your engineers, and your support staff receive per day, week, or month? The UASG is running an issue logging system not only to gather, structure and aggregate information, but also to solve UA issues with the help of the ICANN global support team. Share your experience with us: [report.uasg.tech\[uasg.tech\]](mailto:report.uasg.tech@uasg.tech).

Being UA Ready is one of the biggest business opportunity you’re missing. The UASG provides a number of technical documents to support your own software and systems. One of the latest documents is the “Get Systems UA Ready” Blueprint for CIOs: [uasg.tech/documents\[uasg.tech\]](http://uasg.tech/documents[uasg.tech]).

Make a difference. Get involved. Visit: [https://uasg.tech/\[uasg.tech\]](https://uasg.tech/[uasg.tech])

Meet the UASG at ICANN60 in Abu Dhabi – Check meetings. [icann.org](http://icann.org) for the final ICANN60 schedule including the following sessions:

Make a difference. Get involved. Visit: [https://uasg.tech/\[uasg.tech\]](https://uasg.tech/[uasg.tech])

- Universal Acceptance Steering Group Workshop
- Universal Acceptance Community Update Session
- ISPCP Outreach Event with a presentation about “Universal Acceptance – Focus on IDNs”

# ISPCP OUTREACH IN LATIN AMERICA



BY **TONY HARRIS**  
ISPCP GNSO COUNCILOR

At the end of May 2017, the ISPCP had a booth at a very large ISP event held in Sao Paulo (Brazil), and organized by ABRINT. This Association has a membership of over a thousand ISPs in Brazil, and the attendance at this annual conference and exhibition was close to 4000 ISPs. The booth was visited by many ISPs and several of them became members of our Constituency (including ABRINT itself). This is the second year the ISPCP has been present at this event, which is the largest gathering of ISPs in Latin America.

For more information about ABRINT, please visit <http://www.abrint.com.br>.

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# MEMBERSHIP SPOTLIGHT

The ISPCP welcomed several new members in 2017, including the following organizations. Some members bring with them new representatives to the ISPCP, while others joined with familiar faces. Please help us welcome them to the ISPCP Constituency!

## MIDDLE EAST NETWORK OPERATORS GROUP (MENOG)

REPRESENTATIVE TO THE ISPCP: KHALID SAMARA,  
PC CHAIR OF MENOG



The Middle East Network Operators Group (MENOG) offers network engineers and other technical staff the opportunity to and experiences, and identify areas for regional cooperation. MENOG also serves as an international forum dedicated to elevating communication and awareness about Internet best practices. Khalid Samara is MENOG's representative to the ISPCP, and currently fills the position as the PC Chair of MENOG. For more information about MENOG, please visit their website <https://www.menog.org/>.

Khalid is a telecommunications and ISP expert with extensive experience in Internet, mobile, engineering and security technologies. He has acquired over a decade of experience in network planning, operations management, security and telecommunications policy development. Having been actively involved in providing consultation and advice to ISPs in the Middle East and Arab region, Khalid concentrates specifically on network strategies, design, Internet technology, and operations, as well as configuration and training. He has played a major role in training Middle East ISP and network engineers through MENOG roadshows and conferences.

Khalid is based in Jordan. Prior to his current role with ORANGE Telecom in the field of information security, he worked extensively with several regional and international telecom/ISP operators and has come to be considered a well-known face in the Internet industry in the Middle East.

## DE-CIX – WHERE NETWORKS MEET

REPRESENTATIVE TO THE ISPCP: WOLF-ULRICH KNOBEN, ISPCP CHAIR



DE-CIX is the world's leading Internet Exchange operator which provides premium Internet exchange (IX) services and runs several carrier and data center-neutral Internet exchanges internationally. Founded in 1995, DE-CIX has established an environment for the bilateral settlement-free exchange of Internet traffic, called peering. DE-CIX Frankfurt is the world's leading Internet

exchange with 5.6+ Terabits per second of peak traffic and an overall capacity of 48 Terabit. The company serves 1000+ carriers, ISPs and content networks from 60+ countries, including all leading international players in various metro markets in Europe, the Middle East and North America. This includes broadband networks, hosting providers, content providers and cloud computing players. DE-CIX is a wholly owned subsidiary of the eco association, the largest internet industry association in Europe. For more information on DE-CIX, please visit their website <https://www.de-cix.net/>.

*Continued on page 7*

The DE-CIX customer base:

- Content Provider and Content Delivery Networks – such as 1&1, Akamai, Arvato, BBC, Google, Limelight Networks and RTL television.
- Broadband Provider (also called Eyeball Provider) – such as Vodafone, Kabel Deutschland, NTL, Sunrise, UnityMedia and KabelBW.
- Established Network Operators (also called Incumbent Operators) – such as British Telecom, China Telecom, KPN, Korea Telecom, Swisscom, Telekom Austria, Telecom Italia, Telefonica and Telekom Malaysia.

The Interconnection Plattform DE-CIX Apollon

The DE-CIX Apollon platform was created to manage the continuous and enormous increase in customers and data traffic at DE-CIX Internet exchanges.

To effectively keep on top of this substantial traffic growth, DE-CIX created the world’s largest and most advanced Ethernet-based platform. DE-CIX Apollon is built on the best possible platform components, delivering high-availability peering with full 100G Ethernet capabilities.

Wolf-Ulrich Knoblen, DE-CIX’s representative to the ISPCP, is advisor to the Management Board of DE-CIX and Chair of the ISPCP Constituency. As an engineer specialised in broadband business he worked several decades at Deutsche Telekom and represented the company in China and Hungary. He joined the ICANN community in 2007 and is actively involved in GNSO matters as the Chairman of the ISPCP, the GNSO Council, and various working teams.

**TBONET**

REPRESENTATIVE TO THE ISPCP: JOÃO EDUARDO PHILLIPE BOAVENTURA BUTZKE, NETWORK MANAGER



TboNet is a company based in Timbó/SC, Brazil that serves the Internet Access market. They provide services to customers of all sizes and are known for their differentiated service. With a vocation in the area of IT and Telecom, they use several resources to develop solutions in the area.



For more information on TboNet, please visit their website <http://www.tudoaoseualcance.com.br/>.

João Eduardo Phillipe Boaventura Butzke is TboNet’s representative to the ISPCP. João graduated in Information Systems from the University Center Leonardo Da Vinci (UNI-ASSELVI) in Brazil. He is a network manager for TboNet, an Associate Provider of the Brazilian Association of Internet and Telecommunications Providers (ABRINT).

Outside of work, he has taught the IPv6 Basic Course and the Operational Good Practices Course for Autonomous Systems by the Information and Coordination Center of Ponto BR (NIC.br). João is involved with the community and policies of the Internet Address Registry for Latin America and the Caribbean (LACNIC), and is responsible for the implementation and maintenance of AS264009. He is strongly active on the community lists, and groups of regional providers within the ICANN community.

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# ICANN | ISPCP

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.

# ICANN | ISPCP

Internet Service Providers & Connectivity Providers Constituency



## ISPCP EXECUTIVE COMMITTEE – 2017



Wolf-Ulrich Knoblen  
CHAIR AND GNSO COUNCILOR



Tony Holmes  
VICE-CHAIR



Alain Bidron  
EXECUTIVE COMMITTEE MEMBER



Osvaldo Novoa  
NOMINATING COMMITTEE MEMBER



Tony 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](mailto:secretariat@ispcp.info)



[ispcp.info](http://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](http://icann.org)



[gns0.icann.org/en](http://gns0.icann.org/en)



# ICANN | ISPCP

Internet Service Providers & Connectivity Providers

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