

# Strengthening Country Code Top Level Domains (ccTLDs) in East Africa

Sharing knowledge and understanding

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EA-IGF 2010, Kampala, Uganda, 12 August 2010

# Motivation of the research

- 2008/ 2009 EA-IGF identified issues of concern:
  - Access to broadband and Internet
  - Cybercrime and security
  - Local content
  - **Critical internet resources specifically management of country code top-level domains (ccTLDs)**, transition to IPv6, introduction of new generic top level domains (gTLDs) and the significance for the East African region
  - Consumer issues related to ICTs

# Issues to take forward from 2008 and 2009 EA-IGF processes [and 2010]

- Ways to strengthen East Africa's ccTLDs identified as critical to the well being of the Internet in the region
- ccTLDs an essential part of national information infrastructure, the identifier denoting a country or territory on the Internet, the country's virtual location and brand
- Good operation important to the security and stability of the Internet in the country (and globally)
- Issues of service quality, guarantors to the success of e-applications: e-education, e-commerce, e-health, etc.
- Affecting the utility of the Internet as a space for social, political, and cultural activities, discussions, and innovation

# Strengthening ccTLDs in East Africa

What does it mean to you?

# Survey of ccTLD operations in light of overall IGF concerns

- For each of the five East African countries, surveying:
  - ccTLD managers
  - ISP/registrars
  - Regulatory authorities
  - Relevant ministries/policy authorities
  - Consumer organizations
- Questions tailored to each, but broadly addressing the concerns raised during the EA-IGFs
- Research supported by International Development and Research Centre (IDRC), Canada

# Survey – outline of question areas

## **Structure and management of the ccTLDs**

- Operational and governance structure, stakeholder roles
- Market structure: single monolithic arrangement or registry/ registrar model and relevant policies and procedures
- Competition and impact on price, growth in number of registrations, dispute resolution processes

## **Cybercrime**

- Technical measures, etc. in place to protect against attacks: e.g. bandwidth redundancy, operational plans for incident handling
- ccTLD participation in other national and regional security activities
- Appropriate use policies, ccTLD's methods to reduce abusive registrations, (e.g. spam, malware)

# Survey – outline of question areas

## **Policy and Regulation**

- Role of stakeholders in the governance of the ccTLD
- ccTLD's organizational structures, including the role of any organization created with the responsibility to develop policy and legal frameworks

## **ccTLDs and consumers**

- Effect of competition on price, service, consumer satisfaction
- Role of registrants in the ccTLD
- Efforts to promote the ccTLD and relationship to local and e-commerce, content, protection of privacy

## **Access to Broadband and Internet**

- Issues that affect and impact on access to broadband and to the Internet and how that in turn affects the management and coordination of the ccTLD

# Specific objectives

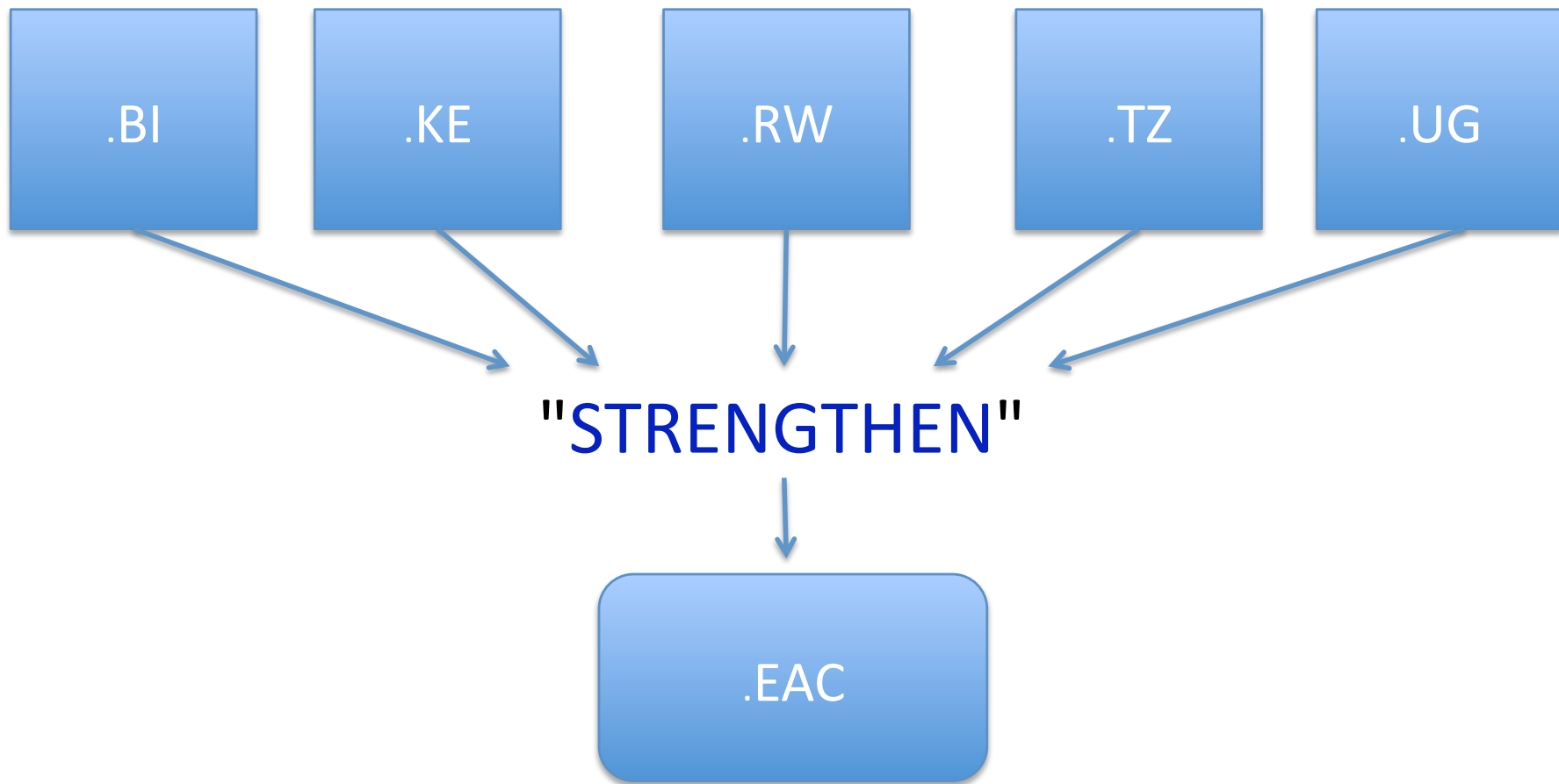
1. Identify trends in management of ccTLDs, identify good practice, identify non-operational issues and highlight causes
2. Identify good governance models (for-profit, non-profit, governmental, PPP/multi-stakeholder, outsourced, new models...)
3. Identify current and ongoing policy and regulatory issues
4. Consider good practice models for ccTLD re-delegation
5. Explore types of cybercrime committed in the region (are East African ccTLDs being used as conduits for cybercrimes? What are the strategies for addressing cyber security in the region?)
6. Identify good practice management structures for efficient operation of the registry and competition
7. Highlight consumer issues relating to ccTLDs
8. Highlight issues of access to broadband and to Internet

# Initial responses: indicative

- Sophisticated policy regime and advanced technical services (IPv6, DNSSEC, cybercrime initiatives) to manual processing and little or no recognition of services other than name registration
- Misunderstandings about terminology and roles of entities involved in the ccTLD and ICANN
- Examples of ccTLD with well established policy development processes, yet ad hoc policies also present
- Few responses regarding redelegation: i.e. problems, process, participation

# DOT EA / EAC

- East African Community first discussed establishing .EA domain for the region in 2004, and more relevant today
- However, .EA is an ISO 3166-1 "reserved code element": ISO codes are used to define ccTLDs (.UG, .KE, .BI, etc. are all taken from this ISO designation and standard)
- .EA not in use, but reserved by the World Customs Organization for the free ports of Ceuta and Melilla (Spanish territories, pre-Spanish Morocco independence 1956)
- However, .EAC (EAF?) could be created as a new generic, gTLD. ICANN process to create new gTLDs ongoing, nearing completion
- Applications for new gTLDs will be fee based; based on criteria being developed by ICANN's multi-stakeholder process, community applicants will (we believe) be expected to show relevant stakeholder support



(Technical Excellence; Governance and Policy Structures; Quality of Service and Price; Marketing and Branding; And...)

Creation of .EAC:

EA-IGF goal for 2010/11 ?

Thank you

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KICTANet / GLOCOM

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