

NARALO PRE-SUMMIT SURVEY

This survey was conducted to help NARALO to reflect on its work on behalf of internet users going into the ICANN Internet User's Summit. The survey was conducted as a web survey ending one week prior to the Summit. Respondents were solicited from the ICANN North American At-Large mailing list. Over 40 people are subscribed to the list. 20 people responded to the survey, a very good response rate. The survey was conducted by Dharma Dailey of the North American ALS Emerging Futures Network. Survey design was supported by Catherine Borgman-Arboleda and Amelia Bryne.

WHAT'S AN INTERNET USER?

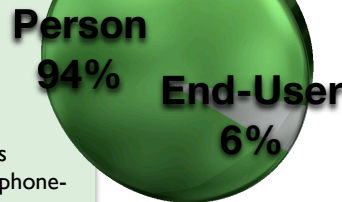
INTERNET USERS ARE PEOPLE

There is a strong consensus in NARALO that an internet user is an individual person.

94% of NARALO respondents defined an internet user as a "person," "individual," "someone" or "anyone." 2 respondents (11%) consider the term "internet user" as inclusive of "potential" or "indirect" users. Only 1 respondent (5%) defined a user as "end-user" a term which might be construed as inclusive of entities bigger than a single person such as corporations.

NET USE IS BY ANY MEANS, FOR ANY PURPOSE

By and large, NARALO respondents define internet usage as irrespective of the means of connection- mobile, computer, phone- and irrespective of use- play, communication, or information.



WHO DO I REPRESENT @ ICANN?

A RANGE OF VIEWS ACROSS NARALO

While there is a consensus of how to define "internet user" in the NARALO, there is a broad range of views on who individual ALS representatives perceive themselves as representing. Only 65% of respondents defined their representation in terms of internet users. Some 15% of respondents see themselves as representing a broader group than internet users, such as "civil society," "consumers," "the public" or "users and non-users." 13% of respondents define their ICANN work as inclusive of registrants, but only one respondent (5%) defined their representation solely in terms of registrants. 17% see their representation in terms of geography. Among those who did, some defined their scope in terms of North America, their country, or a sub-region within their country. Other representatives see themselves as representing a community of interest without borders such as "people with disabilities," "people who care about the internet," or "people with similar views." 20% of respondents see themselves as representing more than one group such as "civic minded internet users" and "community networks."

WHAT ICANN ISSUES IMPACT USERS?

NARALO respondents defined a number of issues as having an **important to significant** impact on internet users in which they see ICANN as having an important role in solving.

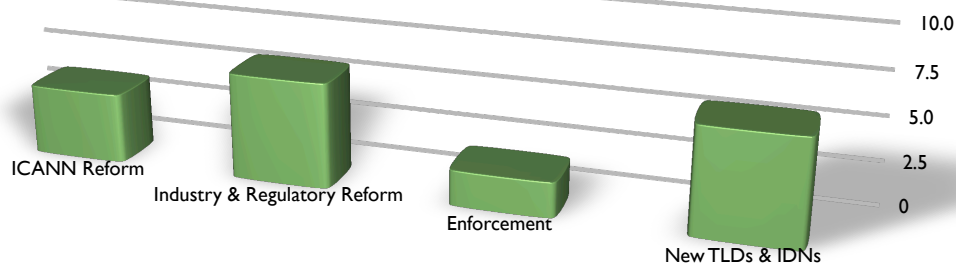
- **"DNS security mess"**
- **"Misuse of the Internet (spam, phishing, etc.)"**
- **"Unfair registrant contracts"**
- **"No recourse for users"**
- **"No procedural redress for registrants"**
- **"Registry and Registrar conflict of interest by owning domain names"**
- **"Too few companies for registrants to choose from"**
- **"Registrant privacy under WHOIS"**
- **"Access"**

COMMON GOAL: FAIR & STABLE DOMAIN NAME SYSTEM

20% of NARALO respondents specifically mentioned a fair and stable domain system as the most significant ICANN issue impacting internet users. However, this reiteration of the ICANN mission statement is likely implied in the most or all of the responses. Other issues mentioned defined by respondents could be viewed as mechanisms to ensure that goal.

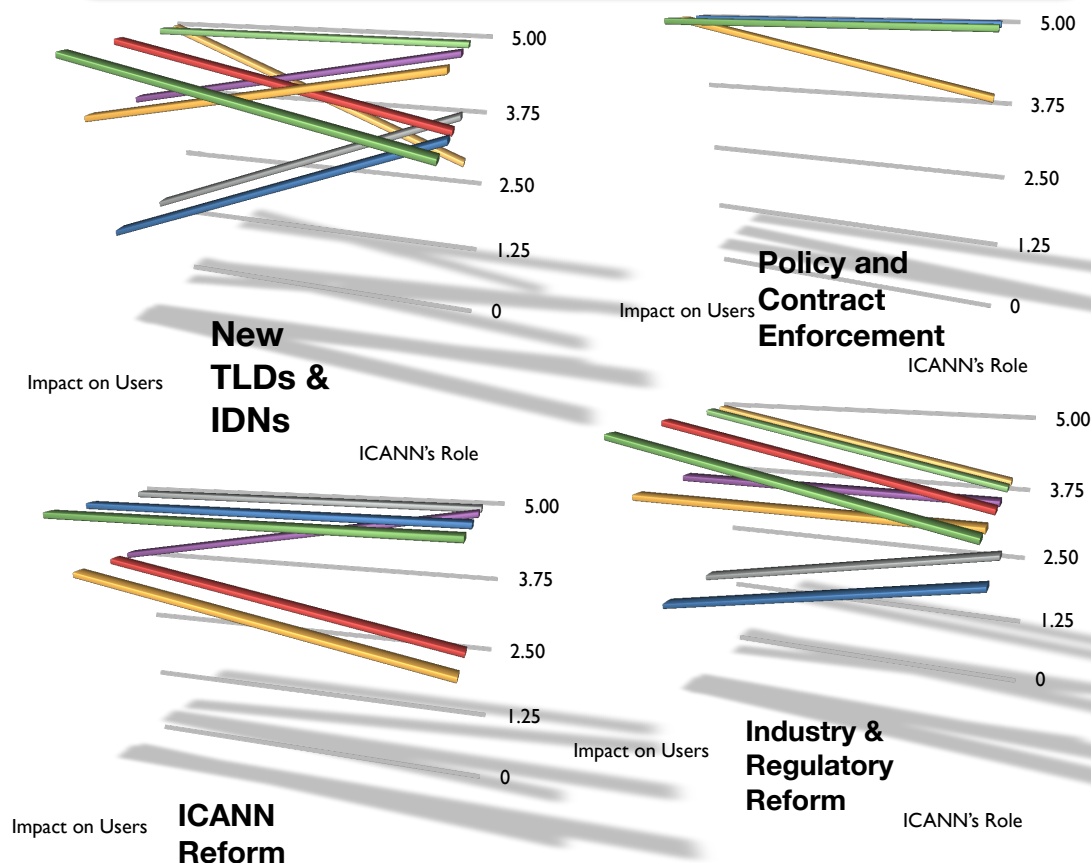
4 DIFFERENT MEANS TO THE SAME END

While an overarching goal may be implied in responses, NARALO is divided on the best way to reach that goal. Below is a representation of the area of work that each respondent identified as having the most impact on internet users.



DIFFERING PERCEPTIONS ON IMPACT

NARALO respondents have differences of opinion on what degree of impact that given issue have on internet users. Opinions also differ on how the degree of impact that ICANN can have on resolving those issues. 10% of respondents ranked the ICANN issue that MOST impacts internet users as having only minor impact on users. Several respondents mentioned and ranked more than one issue. In the charts below the perceived impact of an issue has on users is on the left, the perceived impact of ICANN on the issue is on the right.



NARALO PRE-SUMMIT SURVEY OPTIONAL COMMENTS

Survey respondents had the option of expanding on their answers. Expanded comments are provided below.

TLDs

"The new TLD round will have an enormously positive impact on internet users in that it will expand the population of "good" domains and will allow marginalized groups to control their own namespaces. ICANN is doing a great job on this issue in the face of opposition from domain squatters and some brand owners.

"The addition of new top level domain names will be a major improvement. We as users have been stalled and constrained, corralled into use of a limited number of strings, working with a small number of companies and paying prices for perceived scarcity. ICANN may be able to help solve the need for new top level domain names IF they are not constrained by minority vocal opposition which is typically originated with obfuscated lobbying by incumbent registry or registrar or trademark interests.

"By ensuring that new TLDs have adequate technologies like DNSSEC, and anti-crime policies in place, ICANN can have a significant impact on user access and experience. New TLDs are a great avenue for cleaning up the mess that the non-proactive .com space has created.

"The addition of new TLDs will further split apart the stranglehold that VeriSign has on internet users through the need to have a .com domain name. New TLDs is an important step forward from a 30 year old technology and architectural constraint. Though slowed by consensus building, ICANN has facilitated new TLDs and growth.

IDNs

"Mostly ICANN decisions don't trickle far enough to impact average users. The true scope of the issue of new TLDs will not be seen for years to come.

Industry & Regulatory Reform

"Registries and registrars should not be allowed to own any domain names themselves.

"Opening up competition to a number of registrars in order to better serve domain registrants and internet users.

"Without access to the internet in whatever form possible, users cannot partake in the benefits of the internet.

"Cybercrime and misuse of the Internet in all its forms (Spam, phishing, Front Running etc.) significantly affects internet users experiences.

"The interest/bias of a domain/web site needs transparency.

"There is a lack of teeth on regulations and Net Neutrality.



Contract and Policy Enforcement

“Registries and Registrars must be accountable and there must be appropriate enforcement for protection of end users and stability of this market. Pricing is arbitrary and the ability of these entities to own or hold domain names establishes a conflict of interest and allows for inflation of prices.

“ICANN has not rigorously enforced contracts and this has done a disservice to the reputation of ICANN as well as to the general body of Internet users.

ICANN Reform

“In a near future, the structure of ICANN will little impact (on internet users). In the long term, it will impact freedom of use, economic growth, cultural diversity, accessibility to the Internet, security issues and transparency of ICANN.

“Either we have a self-regulated domain name industry or an industry that is regulated.’

“It’s important to be involved in any means that limits the ICANN Board and staff’s personal interests over interests of broad community of stakeholders whom the ICANN Board and personnel should serve and not exploit; mechanisms such as Board review, GNSO review and restructuring.

“It’s important that the ICANN bureaucracy is made accessible, transparent and accountable.

“Currently, there is little impact of constituency groups in ICANN due to lack of any real effectiveness.

“It’s important that there is representation of general non-monetized interests. Layers of governance are convoluted, and everyday users have little to no recourse of any meaning.