

Report to the auDA Board on the consultation phase covering the management response to the Policy Review Panel's report on direct registration and reform of existing policies.

May 2019

.auDA
AU DOMAIN ADMINISTRATION LTD

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Executive summary

This report presents a summary of feedback obtained from targeted consultation activities, in addition to the results of the “shorternames.com.au” campaign, and submissions received directly related to auDA’s Proposed Implementation Model for Direct Registration and the Draft Licensing Rules.

In relation to the wider community, this involved a nationwide campaign to raise awareness about the proposed .au domain name space and associated information campaign and a language-specific campaign regarding the proposed introduction of Internationalised Domain Names (IDNs).

Consultations continued with peak business bodies, corporates, small business, Chambers of Commerce, Government and education sectors. This was augmented by correspondence to Federal Members of Parliament, State Ministers and Opposition spokespeople in every State and Territory whose portfolio responsibility covered business, trade or consumer affairs. In addition, auDA management wrote to the Australian Competition and Consumer Commission and the Australian Communications and Media Authority on the broader policy reforms and any competition implications as well as Government agencies involved in cyber security and other ‘law enforcement agencies’ to ascertain their view on the public interest test.

Previous participants at focus groups and other forms of stakeholder engagement were invited to attend an information session at auDA’s offices on Thursday 9 May 2019 or send a written submission. A total of seventeen (17) written submissions were received, albeit only fourteen were received by 5pm on Friday 10 May. This does not include proforma submissions arranged through the vote.com.au website or those arranged by Registrars.

Written submissions were in favour of the reforms to policies as articulated in the management report. It is acknowledged that some submitters took differing positions on some aspects of policy reforms, but that commentary was largely restricted to changes that had been recommended by the Policy Review Panel. Four submitters were against the proposed changes.

Introduction

On 15 April 2019, the auDA Board considered the Management Response and Recommendations to the 2017 Policy Review Panel Final Report, proposed .au Namespace Implementation Rules and Proposed Licensing Rules. The Board approved the public release of these documents together with a further round of consultation targeting government, businesses and the broader community.

The imperatives of this phase of Stakeholder Engagement were as follows:

- complete a stakeholder engagement matrix;
- undertake a targeted engagement phase allowing road testing of management's recommendations.
- convene an information session for previous invitees, those who had participated in previous focus groups as well as peak business bodies; and
- prepare a final report on the above for the Board's consideration in May 2019.

Direct Registration of domain names at the second level to all Australians, if implemented, may impact the community on many levels, from professional Domain Name Licence Investors to those who own a small business and beyond. auDA management has proposed a range of policy reforms as they relate to Direct Registration and other existing policies including the introduction of Internationalised Domain Names (IDNs) and Public Interest Test.

Consequently, the auDA Board and the organisation's stakeholders required real and meaningful feedback to ensure the proposed implementation models and related reform of existing policies and licensing rules, should they proceed, are fair, positively received and any unintended consequences are understood and preferably ameliorated.

shorternames.com.au campaign

auDA engaged Campaign Edge to drive awareness of shorter names amongst the target audience of individuals or organisations that own or manage a domain name, small to medium sized businesses and large corporates.

The campaign, which was deployed between 15 April and 5 May 2019, featured a 15 second and 30 second version of the shorter names video and utilised Facebook and Instagram, catch-up TV, online video and paid internet search.

The high level results are as follows as at 5pm Friday 10 May 2019:

- Facebook and Instagram reached 1.4 million people across Australia;
- 11,808 unique website views;
- 1750 completed the three survey questions;
- This is a conversion rate of 14.8 % (against an industry standard of 2 to 4 per cent);
- 86% of survey respondents indicated they would apply for a .au domain name if introduced;
- 94% of respondents agreed that there should be an Australian presence requirement for all domain names ending in .au;
- 83% of respondents agreed to a six-month priority access for the matching domain name;
- There were more than 1.5 million impressions of the online video with a completion rate (people watching to the end) of 18.7% above the industry average;
- The 15 second video achieved the highest completion rate overall (unsurprisingly, due to its shorter length) but the 30 second video was a stand-out performer on Instagram where it achieved a completion rate of 25 per cent;
- Males and users aged 25-34 were the campaign's primary market, driving strong video and social interactions as well as achieving traffic efficiencies;
- Search served a total of 1200 search enquiries at a click rate of 12 per cent which reflects positive user interest and traffic efficiency through targeting relevant keywords to the right demographics and
- The keyword 'auDA', served the highest volume of search enquiries, which indicates overall brand awareness.

Wider Engagement Activity

Larger corporates, their peak bodies and small business peak bodies generally supported Direct Registration when presented with the proposed implementation model.

These groups provided feedback that they recognised and understood the benefits as helping to build on Australia's competitive strengths and developing world leading digital businesses engaging globally through a "brand Australia" prism.

The Business Council of Australia in its submission to the Federal Government's National Digital Economy Strategy Consultation advises that *"digital innovation is essential to future economic growth and national competitiveness. Public debate on these issues should continue despite trepidation in the community around fundamental change. Collaboration between government and business is the key to managing the risks. Attempting to hold back technological progress only denies consumers the benefits of digital innovation"*.

This view is echoed by CEDA in their submission to the Federal Government titled "Connecting people to progress: securing future economic development".

During this consultation phase, auDA Management met with the policy adviser for the Australian Chamber of Commerce and Industry (ACCI) in Canberra.

ACCI is Australia's largest and most representative business association, comprising state and territory chambers of commerce and national industry associations.

Further discussions were held with the Head of Corporate Affairs Division within Telstra. It is anticipated that Telstra will provide a formal response prior to the Board meeting in May. Discussions thus far indicated that Telstra has no immediate concerns over auDA's position.

Informal briefings were held with the Director Policy for Business Council of Australia (BCA). BCA comprises the CEOs of more than 100 of Australia's biggest corporations. Understandably BCA's attention was focussed on the federal election campaign. However, it is also fair to acknowledge that they have raised any concerns over the possible introduction of .au. Indeed, they concur that it is likely to be good for business with a particular emphasis on small business and those who are primarily involved in exporting Australian goods and services overseas.

auDA management wrote to all Federal Members of Parliament and Senators as well as State Ministers who hold relevant portfolios, such as Small Business, Economic Development and Trade and Consumer Affairs.

The Federal Member for Mayo responded to that correspondence indicating overall support for auDA's position. The Federal MPs Policy Adviser noted:

The only query I had was around cost to business for registering the new .au domain....Otherwise everyone on the office found it incredibly interesting to learn about how the .com.au/.au domain was managed.

At the State and Territory level, discussions were held with the Victorian Minister for Small Business' office. There was support for the concept of Direct Registration recognising its importance to small business and securing an additional online presence for this group.

In relation to the IDNs, auDA's CEO wrote to relevant business chambers and other representative bodies to make them aware of the proposals. Discussions were held with key opinion-makers,

particularly in the Chinese community. The result of those discussions indicated that there would be significant utility for IDNs, particularly for those companies selling Australian goods into China.

Given the recommendations contained in Management's response relate to the proposed Public Interest Test and matters pertaining to competition policy, the auDA CEO wrote to the Digital Transformation Agency, Australian Federal Police, Department of Home Affairs (Cyber Security), the Australian Cyber Security Centre, the Australian eSafety Commissioner and the Australian Communications and Media Authority.

On advice from the Department of Communications and the Arts, auDA's CEO also wrote to the Australian Competition and Consumer Commission.

Ms Nerida O'Loughlin, Chair Australian Communications and Media Authority responded to auDA's correspondence. The correspondence states:

"You specifically offered the ACMA the opportunity to review the draft model and rules. I do not consider these raise any direct compliance or regulatory concerns in respect of the legislation administered by the ACMA."

In addition to the above, Registrar briefings were held in Melbourne on 17 and 18 April 2019 to ensure that Registrars were advised of Management's response and hence Registrars were given the opportunity to respond and raise any issues. The two sessions were attended by 25 Registrars who provide services to around two million business customers. During the session, Cameron Boardman (CEO) and Dr Bruce Tonkin (COO) spoke to the power point presentation previously viewed by the Board at its 15 April 2019 meeting providing attendees and those via skype with the opportunity to ask questions and seek clarification.

The CEO and COO further held direct and extensive one-on-one discussions regarding the policy implementation with the COO of Dreamscape Networks, the CEO of VentraIP and the CTO of the ARQ Group. A number of further conversations were had with other registrars including GoDaddy, DDNS, CSC and Terrific.

Registrars in general are very supportive of auDA Management's response and proposed policy reform. Whilst there is slight indifference to the introduction of IDNs (as registrars do not believe there is a commercial opportunity) and discussion around the application fee for participating in the priority registration period for direct registration, registrars agree with auDA's proposed Licensing Rules and .au namespace implementation model, as indicated by their submissions.

Of note however is the submission from Dreamscape Networks which provides context and data around the market spillage to .com, in addition to cart abandonment of .com.au due to strict eligibility requirements. Dreamscape raised the issue of potentially creating further unnecessary complexity in com.au and net.au by the proposed allocation rules and recommended the removal of such criteria and definitions around permitted activities and services. auDA management has considered this in their response.

Information Session

An information session was held in auDA's offices on Thursday 9 May. More than 100 participants from previous Focus Groups and previous submitters were invited to attend the meeting, in addition to peak business bodies.

While most participants were previously engaged in the process, it should be noted that two representatives from the Australian Retailers Association attended this session via skype.

The CEO welcomed participants and, together with the COO, presented the PowerPoint presentation previously viewed by the Board at its last meeting. All attended and those on skype were given the opportunity to ask questions, seek clarification and make statements.

Participants noted and expressed gratitude to auDA for the depth of the consultation process with a few noting that discussions around the possible introduction of .au in Australia have been occurring for more than a decade.

In this regard, auDA's CEO noted that there will be ongoing consultation with the Internet industry and the wider community should the Board approve Direct Registration, changes to Licensing Rules and Reform to Existing Policies given that the next phase, should it occur, will require ongoing involvement from the sector in the implementation phase of the new policies.

Due to the extensiveness of the information presented and the comprehensive nature of the consultative process, there was little criticism at this information session. A number of participants acknowledged the extensiveness of auDA's consultation and considered response from management.

A common line of questioning from participants was focused on the various costs associated with Direct Registration from registering a new domain name through to costs associated with the lockdown model. It is important that this matter is clarified as this will be fundamental to a future communications campaign.

As a corollary to this, some participants were concerned about the costs associated with complaints and disputes albeit they were comfortable that auDA will continue to provide a complaints process at no cost.

The Digital Transformation Agency remains worried that a range of Government terms may not be eligible for .au. This is a matter that requires continued consultation between the parties however, given the closeness of the relationship, this issue can be resolved.

As with previous rounds of consultation, there is considerable goodwill within the Internet community with all participants noting their willingness to continue to be engaged with auDA on these issues into the future and desire to work together to raise awareness and visibility of the proposals.

Written Submissions

A total of fourteen individual (14) written submissions were received by the cut off time. It should be noted that Registrars (and their resellers) and Domain Investors circulated pro forma letters. The table below details correspondence received from the Internet community.

A further three submissions were received on Monday 13 May and are included in this report.

The Washington based Internet Commerce Association (ICA) previously raised concerns. This time however, ICA wrote in support of management responses. In their submission, ICA supported management's conclusions and commended management and, by extension, the Board for their work.

We note the conclusion in their correspondence which states:

The ICA is very pleased that auDA Management has gotten these critical issues right and that it has resisted unsubstantiated and ill-conceived attempts to prohibit domain name investing and monetisation in the .au namespace. The ICA believes that the rejection of these proposed policies will ensure the continued viability and success of the .au namespace and expresses its appreciation for auDA management's clear rejection of these wrongheaded policy proposals which would have dramatically affected domain name investment in Australia.

The CEO of VentrailP Australia wrote, via email, to 23 registrant companies and 26 individuals within those companies to articulate his view of the management response. It is understood that in addition to the correspondence to auDA, VentrailP Australia together with a number of Registrants met with the DOCA to voice their strong support for auDA's management proposals.

Their correspondence states:

We recognise the primary importance of auDA's role in the management of the .au namespace. We acknowledge the consultative process around the proposed introduction of direct registration that has been continuing in Australia for over 4 years. Furthermore, we acknowledge and applaud the extensiveness of auDA's most recent public consultation activities, including focus groups, targeted consultation and the current nation-wide public awareness campaign.

Australian Internet community stakeholders have all had the opportunity to participate in the consultation process. We believe the auDA Management Response to be fair and balanced and will further enhance the strength, stability and utility of the .au namespace.

We encourage auDA to implement the proposed policy reforms as expediently as possible.

Similar correspondence echoing those sentiments was received from Chris Harris, The Summit Group and Chill Technology.

auDA received three letters containing negative feedback regarding the introduction of .au. Paul Hopkins, CEO Atom Software, who is a domain name reseller, wrote that under the proposals, current third level domain names would be devalued; the availability of usable second level domain names would dwindle. In conclusion Mr Hopkins recommended that rather than auDA's current approach, it make more second level domain extensions available such as .co.au and .comp.au.

Mr Phillip Smith's correspondence contained similar arguments. He did however support auDA's management response for Reform of Existing Policies. A letter was also received from Sean Fogarty, in part, detailing his objections.

auDA received correspondence from Consumer Affairs Australia and New Zealand. This is a peak body representing the Australian Consumer Law Regulators in each State and Territory and across New Zealand. Their correspondence is dated 4 April and related to the Policy Review Panel's recommendations. This correspondence, however, arrived by post last week. Due to a typo in the email address, it was not received prior to this.

Nevertheless, the main issue for Consumer Affairs Australia and New Zealand is that they wish to be defined as a law enforcement agency such that they can request auDA to cancel or suspend a domain name where it contravenes Australian Consumer Law.

Correspondence was also received from Go Daddy which noted its support for management's proposals as they relate to Reform of Existing Policies, Direct Registration and changes to Licensing Rules. Go Daddy noted that it will work with auDA to raise awareness and visibility of these changes.

Vote.com.au received 96 signatories to a proforma submission which objected to the indefinite timeframe to resolve application rights for Direct Registration between conflicted parties with an exact match domain. An additional 25 signatories came in via this page over the weekend.

The pro forma supported auDA's management response and stated:

"Retrospectively, I appreciate all the hard work, effort and due diligence undertaken by auDA which brought about a fair and reasonable outcome for the Australian Internet community."

The Digital Transformation Agency is likely to send a more comprehensive submission prior to the Board meeting. They have indicated that submission will canvass specific issues associated with Government websites and the cut off date and a consequential request for exemption. The Digital Transformation Agency and auDA are committed to working through these unique issues.

The Department of Communications and the Arts have sent through a list of questions in which they seek to understand the implications of the proposals. By way of example, they pose the question, "should licence conditions state that provisions of Australian law will prevail?" They ask too that auDA provide an example of how an exact match or synonym would operate for a cloud service or IoT device?

Dreamscape Networks Limited sent through a detailed submission in which they note they are largely supportive of auDA's recommendations, noting there are some which they do not agree with or partially support. They commend auDA's consultative process which they view as a paradigm shift in the approach for obtaining engagement with the Internet community.

The REA Group provided a written submission which is consistent with its previous position. REA does not support the introduction of direct registration. However, they recommend that should direct registration proceed then the implementation rules should allow for indefinite lockdown.

REA is also not in favour of internationalised domain names proceeding without further engagement with the Internet community. It should be noted that only the REA Group has taken this position. All other correspondence received has been in favour of internationalised domain names.

The edu.au Domain Administration Committee submission supports the main thrust of auDA management response but as per EDAC's previous submission requests exemptions for names in closed domains before the commencement of the priority allocation period. They have consistently argued the position that there should be no hierarchy of rights and that all registrants should be able to register their names under .au including those currently registered at the fifth level.

Public Consultation Phase Written Submissions: Summary Report

Submitter	Category	Issue Raised	Policy Change
Angelo Giuffrida* ¹ CEO VentralP Australia	Registrar	Email to 23 Registrars supporting Management reforms to PRP paper.	Nil as VentralP is supporting management's position
Internet Commerce Association	Domain Investor advocate based in Washington DC	Supports Management recommendations as they relate to: <ul style="list-style-type: none"> ▪ Resale and warehousing ▪ Domain Monetisation 	Nil as Internet Commerce Association is supporting management's position. This is diametrically opposed to their previous submission in April 2019.
Paul Hopkins CEO Atom Software Pty Ltd	Domain Investor	Does not support management recommendations because third level domains will be devalued; second level domains will be unavailable. Recommends more second level domain name extensions be introduced such as .co.au and comp.au	Nil
Greg Lipschitz * CEO Summit Internet	Registrar	Supports the Management recommendations particularly in relation to: <ul style="list-style-type: none"> ▪ Monetisation ▪ Resale ▪ Warehousing and ▪ Misspelling 	Nil as Summit Interest is supporting management's position.

¹ *Angelo Giuffrida wrote to 23 Registrars requesting that they forward a template letter to auDA.

NB: * denotes sender has forwarded proforma letter.

Dina Horne * Director Terrific.com.au	Registrar	Supports the Management recommendations particularly in relation to: <ul style="list-style-type: none"> ▪ Monetisation ▪ Resale ▪ Warehousing and ▪ Misspelling 	
ARQ Group*	Registrar	Supports the Management recommendations particularly in relation to: <ul style="list-style-type: none"> ▪ Monetisation ▪ Resale ▪ Warehousing and ▪ Misspelling 	
Dale Webster and Commissioner Rose Webb Consumer Affairs Australia and NZ	Government	Request to work with auDA such that they are recognised as a law enforcement agency by auDA thereby allowing auDA to accept their requests for cancellation and/or suspension of domain names	
Nadia Bakhos * MD Chill Technology	Registrant	Supports the Management recommendations particularly in relation to: <ul style="list-style-type: none"> ▪ Monetisation ▪ Resale ▪ Warehousing and ▪ Misspelling 	Nil as Chill technology is supporting management's position.
Nikki Scholes * Operations and Technology Manager Netfleet	Registrant	Supports the Management recommendations particularly in relation to: <ul style="list-style-type: none"> ▪ Monetisation ▪ Resale ▪ Warehousing and ▪ Misspelling 	Nil as Netfleet supporting management's position.

David Warmuz* Trellian Pty Ltd	Registrant	Supports the Management recommendations particularly in relation to: <ul style="list-style-type: none">▪ Monetisation▪ Resale▪ Warehousing and▪ Misspelling	Nil as Trellian supporting management's position.
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Les Worthington Webman	Domain Investor	<p>Detailed correspondence albeit a proforma which indicates support for the following:</p> <ul style="list-style-type: none">▪ Simplification of policies▪ Australian presence requirement▪ Suspension under Complaints Policy▪ Misspelling List to be publicly available▪ Reserved List▪ Internet domain names▪ Escalation of complaints▪ Direct Registration <p>Partially supports:</p> <ul style="list-style-type: none">▪ Resale and warehousing▪ Licence period transfers▪ Misspelling List <p>Does not Support:</p> <ul style="list-style-type: none">▪ Resale and warehousing provisions▪ Strengthening and expansion of close and substantial connection▪ Domain Monetisation▪ Six month grace periods	Nil. Supports simplification of existing rules and primarily supports management's position.
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Detailed correspondence albeit a proforma which indicates support for the following:

- Simplification of policies
- Australian presence requirement
- Suspension under Complaints Policy
- Misspelling List to be publicly available
- Reserved List
- Internet domain names
- Escalation of complaints
- Direct Registration

Partially supports:

- Resale and warehousing
- Licence period transfers
- Misspelling List

Does not Support:

- Resale and warehousing provisions
- Strengthening and expansion of close and substantial connection
- Domain Monetisation
- Six month grace periods

Nil. Supports simplification of existing rules and primarily supports management's position.

Phillip Smith	Unknown	<p>Supports the Australian presence requirement but not in relation to the requirement for the domain to be an exact match to a trademark.</p> <p>Supports:</p> <ul style="list-style-type: none"> ▪ stronger controls around resale and warehousing ▪ close and substantial connection ▪ grandfathering ▪ licence transfer ▪ licence suspension and cancellation ▪ misspellings ▪ Reserved Names – except for inclusion of State legislation <p>Does not support Direct Registration</p>	Nil
Kevin Brown	Graphic Designer	Seeks clarification on how the new .au domain name will work and whether he is eligible for the new .au.	Not applicable
Tommy Ho Go Daddy	Registrant	Supports management's recommendations as it relates to reform of existing policies and introduction of Direct Registration	Nil as Go Daddy supports the proposals

Three Point One Four Fingers	Domain Investor	<p>Supports:</p> <ul style="list-style-type: none"> ▪ Simplification of policies ▪ Australian presence test ▪ Suspension of licence ▪ Misspellings to be publicly available ▪ Reserved List ▪ Sub-leasing arrangements ▪ Complaints ▪ Direct Registration <p>Partially supports:</p> <ul style="list-style-type: none"> ▪ Resale and warehousing provisions ▪ Close and substantial connection ▪ Domain Monetisation ▪ Grandfathering <p>Does not support:</p> <ul style="list-style-type: none"> ▪ Listing factors associated with warehousing and resale in Registrant Policy ▪ Registrant renewal ▪ Merging Reserved Names and Misspelling List ▪ Internationalised domain names 	
Digital Transformation Agency	Government	Specific and unique issues relating to Government websites.	auDA responded to DTA on 13 May 2019 in relation to these issues.
Department of Communications And the Arts	Government	Questions seeking clarification and/or examples. Does not contain recommendations nor a position.	auDA management will provide clarification to DoCA

Dreamscape

Registrant

Supports:

- Simplification of existing policies
- Australian presence
- Cancellation and suspension
- Publication of Misspelling
- Blockings for misspellings
- Reserved Names
- Internationalised Domain Names
- Direct Registration

Nil as broadly supports management response

Do Not Support or partially support:
Trademark & exact match
Resale & Warehousing &
Monetisation
Close & Substantial connection

Submitter	Category	Issue Raised	Policy Change
EDAC	Registrant	<p>Supports the main thrust of auDA management response</p> <p>Requests:</p> <ul style="list-style-type: none"> exemptions for names in closed domains before the commencement of the priority allocation period; and no hierarchy of rights and that all registrants should be able to register their names under .au including those currently registered at the fifth level. 	<p>auDA will continue to work with EDAC and ESA on development of the edu.au schedule</p>
Realestate.com.au	Business	<p>Does not support Direct Registration</p> <p>Internationalised Domain Names require further consultation</p>	<p>Nil. REA Group's concerns have been noted and discussed extensively with the company. They acknowledge auDA's extensive consultation and want assurance that the conflicted names process would be indefinite if parties cannot achieve a resolution.</p>
Confidential submission	■	■	■

Vote.com.au

Domain Investor

Supports the findings and determinations made by auDA
The only exception relates to the indefinite timeframe to resolve application rights for Direct Registration conflicted parties.

Signatories do not support two separate application processes and fees associated with these applications. They also want the right to rent, sublease or permit use of domain names by a third party.

The Proforma includes recognition of the hard work, effort and due diligence undertaken by auDA which brought about a fair and reasonable outcome for the Australian Internet Community.

Nil. Vote.com.au broadly supports management's position.

Signatories to vote.com.au submission
(referenced on page 21):

Rudy Labordus
Alan Gladman
Edward Keay-Smith
Christopher Thompson
Scott Long
Ashley Gale
Jason Mainwaring
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Andrew Buechner
Malcolm Wood
Adam Pile
Nobby Kleinman'
John Farkingspieler
Robert Kaay
Kerrod Casanovas
Wayne McLellan
Bruce Bowen
Chris McKay
Bryan Coates
Brian Arundell
Barry Francis Pullar
Brian Newman
Chris Burg
Bob Korbelt
Clint Roots
Alan King
Charles Lowe

Alan Leslie King
Murray Thomas
Zhen Lim
Dianne McNamara
Con Christov
Charlene Morris
Colin Hunt
Kudret
Clive Maxted
Marcel Vogt
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Eben Nicholls
Peter Thomas
Genaro Regalado
Allan Phillips

Graham Hagney
Geoff Hioe
Glenn Hankinson
Julian Jones
Gerard O'Farrell
David Ritchie
Ian Gibbs
Daniel Koulouris
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[Adam Pile](mailto:Adam.Pile)
Con Christov
Sportsclub.com.au

Stakeholder Consultation List

Ministerial Correspondence dated 16 April 2019

- The Hon Mitch Fifield Minister for Communications and the Arts
- Ms Michelle Rowland MP Shadow Minister for Communications

**Due to the timing of the Federal Election there has been no official response from either the Minister or the Shadow Minister, however auDA has spoken to their respective offices on a number of occasions and will continue to provide briefings as appropriate.*

Federal Members of Parliament and Senators (correspondence dates 16 April 2019)

- Senator the Hon E. Abetz
- Senator F. Anning
- Senator W. Askew
- Senator C. Bernardi
- Senator C. L. Bilyk
- Senator the Hon S. J. Birmingham
- Senator S. Brockman
- Senator C. L. Brown
- Senator B. Burston
- Senator the Hon D. N. Cameron
- Senator the Hon M.J. Canavan
- Senator the Hon K. J. Carr
- Senator the Hon M.C. Cash
- Senator A. Chisholm
- Senator R. Ciccone
- Senator the Hon R.N Colbeck
- Senator the Hon M.H.P. Cormann
- Senator R. Di Natale
- Senator P. Dodson
- Senator J.R. Duniam
- Senator the Hon D. E. Farrell
- Senator M. Faruqi
- Senator the Hon D.J. Fawcett
- Senator the Hon C. Fierravanti-Wells
- Senator A. M. Gallacher
- Senator P. Georgiou
- Senator L.M. Gichuhi
- Senator S. Griff
- Senator P.L. Hanson
- Senator S.C. Hanson-Young
- Senator D.N. Hinch
- Senator J. Hume
- Senator the Hon K. Keneally
- Senator C.R. Ketter
- Senator K. Kitching
- Senator S. Lines
- Senator the Hon I. D. Macdonald
- Senator G. M. Marshall
- Senator S.L. Martin
- Senator J.R. McAllister
- Senator M. McCarthy
- Senator the Hon J. McGrath
- Senator the Hon B. McKenzie

- Senator N.J. McKim
- Senator J. Molan AO, DSC
- Senator C. M. Moore
- Senator D. O'Neill
- Senator B. J. O'Sullivan
- Senator J. Paterson
- Senator R.L. Patrick
- Senator the Hon M. A. Payne
- Senator H. Polley
- Senator L.C. Pratt
- Senator the Hon L.K. Reynolds CSC
- Senator J.E. Rice
- Senator the Hon A. Ruston
- Senator the Hon S.M. Ryan
- Senator the Hon N. G. Scullion
- Senator the Hon Z. M. Seselja
- Senator R. Siewert
- Senator the Hon L. M. Singh
- Senator the Hon A Sinodinos AO
- Senator D. A. Smith
- Senator D. Spender
- Senator J. Steele-John
- Senator G. Sterle
- Senator A. J. Stoker
- Senator T. R. Storer
- Senator A. E. Urquhart
- Senator L.J. Waters
- Senator M.P. Watt
- Senator P. S. Whish-Wilson
- Senator J. R. Williams
- Senator the Hon P. Wong
- Hon A. J. Abbott MP
- Hon A. N. Albanese MP
- Mr J. G. Alexander MP
- Dr A. Aly MP
- Hon Karen Andrews MP
- Hon Kevin Andrews MP
- Mr A. P. Bandt MP
- Ms J. H. Banks MP
- Hon S. L. Bird MP
- Hon C. E. Bowen MP
- Mr R. E. Broadbent MP
- Hon S. Buchholz MP
- Hon A. S. Burke MP
- Hon L. J. Burney MP

- Ms T. M. Butler MP
- Hon M. C. Butler MP
- Hon A. M. Byrne MP
- Dr J. E. Chalmers MP
- Mr N. D. Champion MP
- Hon D. J. Chester MP
- Ms L. M. Chesters MP
- Mr G. R. Christensen MP
- Hon J. D. Clare MP
- Ms S. C. Claydon MP
- Hon D. B. Coleman MP
- Hon J. M. Collins MP
- Mr P.M. Conroy MP
- Hon M. M. Coulton MP
- Mr C. J. Crewther MP
- Mr M. D. Dick MP
- Hon M. A. Dreyfus MP
- Hon D. K. Drum MP
- Hon P. C. Dutton MP
- Hon M. J. Elliot MP
- Hon W. G. Entsch MP
- Mr T.M. Evans MP
- Mr J. Falinski MP
- Hon J. A. Fitzgibbon MP
- Hon P. W. Fletcher MP
- Ms N. J. Flint MP
- Dr M. R. Freeland MP
- Hon J. A. Frydenberg MP
- Hon A. R. Gee MP
- Mr S. Georganas MP
- Mr A. J. Giles MP
- Hon Dr D. A. Gillespie MP
- Mr I. R. Goodenough MP
- Mr P. G. Gorman MP
- Mr L. J. Gosling MP
- Mr R. A. Hart MP
- Mr A. W. Hastie MP
- Hon A. G. Hawke MP
- Mr C. P. Hayes MP
- Hon S. M. Henderson MP
- Mr J.C. Hill MP
- Mr K. J. Hogan MP
- Mr L. R. Howarth MP
- Hon G. A. Hunt MP
- Hon E. N. Husic MP

- Hon S. J. Irons MP
- Mr S. P. Jones MP
- Hon B. T. G. Joyce MP
- Hon R. C. Katter MP
- Ms G. Kearney MP
- Ms J. T. Keay MP
- Hon M. Keenan MP
- Mr C. Kelly MP
- Hon Dr M. J. Kelly MP
- Mr M.J. Keogh MP
- Mr P. Khalil MP
- Hon C. F. King MP
- Ms M. M. H. King MP
- Ms S. Lamb MP
- Mr A. C. Laming MP
- Hon M. L. Landry MP
- Mr J. Leeser MP
- Hon Dr A. K. Leigh MP
- Hon S. P. Ley MP
- Hon D. Littleproud MP
- Mrs N. B. Marino MP
- Hon R. D. Marles MP
- Ms E. M. McBride MP
- Hon M. F. McCormack MP
- Hon Dr J. J. McVeigh MP
- Mr B. K. Mitchell MP
- Mr R. G. Mitchell MP
- Hon S. J. Morrison MP
- Mr B. Morton MP
- Hon S. K. Neumann MP
- Mr E. L. O'Brien MP
- Mr L. S. O'Brien MP
- Hon B. P. J. O'Connor MP
- Mr K. D. O'Dowd MP
- Hon K. M. O'Dwyer MP
- Ms C. E. O'Neil MP
- Ms C. O'Toole MP
- Ms J. A. Owens MP
- Mr A. Pasin MP
- Mr G. D. Perrett MP
- Dr K.L. Phelps MP
- Hon K. J. Pitt MP
- Hon T. J. Plibersek MP
- Hon C. C. Porter MP
- Hon M. L. Price MP

- Hon C. M. Pyne MP
- Mr R. E. Ramsey MP
- Hon A. L. Rishworth MP
- Hon S. R. Robert MP
- Ms J. C. Ryan MP
- Ms R. Sharkie MP
- Hon W. R. Shorten MP
- Hon A. D. H. Smith MP
- Hon W. E. Snowdon MP
- Ms A. M. Stanley MP
- Hon M. S. Sukkar MP
- Ms M. J. Swanson MP
- Hon A. J. Taylor MP
- Hon D. T. Tehan MP
- Ms S. R. Templeman MP
- Hon M. J. Thistlethwaite MP
- Hon A. E. Tudge MP
- Ms M. Vamvakinou MP
- Mr A. J. van Manen MP
- Mr R. X. Vasta MP
- Mr A. B. Wallace MP
- Mr T. G. Watts MP
- Mrs L. E. Wicks MP
- Mr A. D. Wilkie MP
- Mr J. H. Wilson MP
- Mr T. R. Wilson MP
- Mr R. J. Wilson MP
- Mr J. P. Wood MP
- Hon K. G. Wyatt MP
- Mr A. Zappia MP
- Mr T. M. Zimmerman MP

Correspondence pertaining to Public Interest Test dated 18 April 2019

- Mr Matthew Goonan, Chief Technical Officer, Digital Transformation Agency
- [REDACTED] Australian Federal Police
- [REDACTED] Cyber Security Policy Division Department of Home Affairs
- [REDACTED] JCSC Melbourne Engagement and Awareness Branch Australian Cyber Security Centre
- [REDACTED] Australian Cyber Security Centre
- Chris Erett, Digital Transformation Agency

[REDACTED]

Correspondence pertaining to competition policy and public interest test dated 23 April 2019

- Mr Rod Sims, Chair Australian Competition & Consumer Commission
- Julie Inman Grant, Australian eSafety Commissioner Office of the eSafety Commissioner
- Ms Nerida O’Loughlin, Chair Australian Communications and Media Authority (dated 29 April 2019)

[REDACTED]

Engagement with State and Territory Ministers for Business, Innovation, Trade and Consumer Affairs via correspondence dated 23 April 2019

- The Hon Kevin Anderson MP, NSW Minister for Better Regulation & Innovation
- The Hon John Barilaro MP, NSW Minister for Small Business
- Ms Yasmin Catley MP, NSW Shadow Minister for Better Regulation & Innovation
- Ms Jenny Aitchison MP, NSW Shadow Minister for Small Business
- The Hon Adem Somyurek MP, Victorian Minister for Small Business
- The Hon Marlene Kairouz MP, Victorian Minister for Consumer Affairs
- The Hon Michael O'Brien MP, Victorian Leader of the Opposition & Shadow Minister for Small Business
- Mr Neil Angus MP, Victorian Shadow Minister for Consumer Affairs
- The Hon Mick de Brenni MP, QLD Minister for Digital Technology
- The Hon Shannon Fentiman MP, QLD Minister for Small Business
- The Hon Michael Hart MP, QLD Shadow Minister for Technology
- Ms Fiona Simpson, QLD Shadow Minister for Small Business
- The Hon Paul Papalia CSC MLA, WA Minister for Small Business
- The Hon Dave J Kelly BA MLA, WA Minister for Innovation & ICT
- Ms Libby Mettam MLA, WA Shadow Minister for Small Business
- The Hon Bill Marmion MLA, WA Shadow Minister for Innovation
- The Hon David Ridgeway MP, SA Minister for Trade, Tourism & Investment
- The Hon Zoe Bettison MP, SA Shadow Minister for Trade, Tourism & Investment
- The Hon Michael Patrick Francis Gunner MLA, NT Chief Minister and Minister for Business & Innovation
- The Hon Lia Finnochiaro MLA, NT Deputy Leader of the Opposition and Shadow Minister for Business & Innovation
- The Hon Will Hodgman MP, Tasmanian Premier and Minister for Trade
- The Hon Michael Ferguson MP, Tasmanian Minister for Science and Technology
- Ms Rebecca White MP, Tasmanian Leader of the Opposition and Shadow Minister for Trade & Investment
- Ms Anita Dow MP, Tasmanian Shadow Minister for Regional Development and Small Business
- Ms Jen Butler MP, Tasmanian Shadow Minister for Consumer Affairs
- Ms Michelle O'Byrne MP, Tasmanian Shadow Minister for Economic Development, Jobs & ICT

Engagement with Business Bodies and Peak Industry Associations

- Jessica Wilson, Executive Director Policy, Business Council of Australia
- James Pearson, CEO, Australian Chamber of Commerce and Industry
- Simon Pryor, Executive Director - Policy, Business Council of Australia
- Peter Strong, CEO, Small Business Organisations Australia
- Anthony Melville, Head of Communications, AI Group
- Matthew Kandelaars, Deputy Victorian Executive Director, Property Council of Australia
- Virginia Birrell, CEO, Australia China Business Council
- Communications department, Australian Hotels Association (previous submission received from CEO)
- Felicia Mariani, Chief Executive, Victorian Tourism Industry Council
- Russell Zimmerman, Executive Director, Australian Retailers Association
- Damian Kelly, Senior Manager Public Affairs, NSW Business Chamber
- Dugald Murray, Executive Director Policy & Public Affairs, Victorian Chamber of Commerce & Industry
- Stephen Tait, CEO, Chamber of Commerce & Industry Queensland
- Ray Sputore, CEO, Chamber of Commerce & Industry WA
- Regional Chambers of Commerce and Industry WA
- Verity Edwards, Director Media & Communications, Business SA
- Greg Bicknell, CEO, Chamber of Commerce Northern Territory
- Michael Bailey, CEO, Tasmanian Chamber of Commerce & Industry
- Canberra Business Chamber



Information session participants

- Patrick Donaldson – Australian Operations Manager, Afilias
- Greta Adamo – Marketing Co-ordinator, Afilias
- Tim Guy – Legal Counsel, REA Group
- Samantha Krajina - Senior Consultant, Dialog
- Ross Gerring – CEO, Itomic
- Robert Kaay – Domainer

[via Skype]

- Sally Foreman – Senior Trademark Counsel, Davies Collison Cave Pty Ltd
- Gordon Grace – Project manager Domain Names, Digital Transformation Agency
- Chris Erett – Digital Transformation Agency
- Ian Halson – Lemonstone
- Riady Santoso – Resources and Compliance Manager, Australian Retailers Association
- Yvonne Chow – Human Resources and Talent Manager, Australian Retailers Association
- Louise Howard – Director IT, Griffith University
- Ian Guest

Engagement with previous focus group participants and previous submitters

Domain Investors

- Jeff Marr, founder/director, Lottery.com.au
- Greg Brown, Owner, Acheeva Business Solutions
- Robert Kaay, Owner, Domain Brokerage Services
- Sam Herszberg, Domain Investor
- Bobby Khanna, Domain Manager
- Chris Norris, Domain Boutique
- Ian Halson, Lemonstone
- Ed Keay-Smith, Owner and Founder, Online Impact
- Dr Brian Ballsun, Stanton, Solutions Architect, Macquarie University
- Greg Roebuck, Founder, Carsales
- Anthony Wymond, Founder and Creative Director, Ignite Online
- Michael Norris, Newsandsport
- Andrew Ranger, Founder and Managing Director, Skymorials
- Luke Smorgon, CEO, Transpire

Registrars

(Please note Registrars also invited to their own Information Sessions as detailed in report).

- Sara Bockey, Senior Policy Manager, GoDaddy
- Tommy Ho, Afilias Partnership Manager, GoDaddy
- Patrick Donaldson, Australian Operations Manager, Afilias
- John Kane, Vice President Corporate Services, Afilias
- Chris Erett, Australian Government's Digital Transformation Agency
- Cameron Muir, Domains, Billing and Affiliate Manager, Hostopia
- Nikki Scholes, Operations Manager, NetFleet
- Luke Richards, Clarivate
- Emma-Jane McCarroll, Operations Manager, Education Services Australia
- Jenny McCloy, Education Services Australia
- Kris Cutmore, Education Services Australia
- Brett Fenton, ARQ Group
- Gavin Gibson, Chief Operations Officer, Dreamscape Networks
- Daniel Foender, Chief Customer Officer, VentrailP Australia
- Angelo Giuffrida, CEO, VentrailP Australia
- David Warmuz, CEO, Trellian
- Johnathan Horne, CEO, Leading Internet Solutions
- Amin Manzoori, Head of New Business APAC, Corporation Service Company (Aust) Pty Ltd
- David Shaw, International Domain Registrations Manager, Safe Names
- James Braunegg, Managing Director, Micron 21
- Keith Fenwick, Operations Manager, Rebel.com
- Kevin Clark, Hosting Manager, iiNet
- Louise Lentino, Operations Manager, Instra
- Marco Hoffman, Head of Domain Services, InterNetX
- Prudence Malinki, Domain Name Specialist, Mark Monitor
- Robert Rolls, Head of Online Business, Domain Central Australia Pty Ltd
- Saurabh Pande, Head of Abuse Mitigation and Compliance, Public Domain Registry Pty Ltd
- Simone Theboom, Product Management, Tucows (Australia) Pty Ltd trading as OpenSRS

Corporate, Small Business, Government, Education

- John Whittle, Faculty of Information Technology Dean, Monash
- Colin Fairweather, Chief Information Officer, City of Melbourne
- Joanne Whyte, Marketing Manager, City of Melbourne
- Tully Smith, Corporate Affairs Manager, Telstra
- Tim Guy, Legal Counsel, Realestate.com.au (REA Group)
- Phil Mahoney, Media Manager, Realestate.com.au (REA Group)
- Kellie Cordner, Chief Marketing Officer, carsales.com.au
- Sarah McCartney, Corporate Communications Manager, SEEK
- Naomi Dawson, Senior Legal Counsel, PEXA
- Robert Coorey, Corporate Relations, Archistar
- Carly Richardson, Senior Corporate Counsel, Ladbrokes
- Wayne Baskin, Deputy CEO, Booktopia
- Simon Page, Chief Information Officer, JB Hi-Fi
- Brett Proposch, General Manager Information Technology, Officeworks
- Kevin Millroy, Chief Technical Officer, Vodafone
- Vishy Narayanan, Partner Chief Digital Officer, PWC Australia
- Michael Laxton, Chief Marketing Officer, Fairfax
- Jessica McKinnon, Legal Counsel, RACQ
- John Simeone, Head of Business and Government Sales, QANTAS
- Steve Conolly, VP IT Solutions and Services, Siemens
- Julian Delany, Managing Director NEWS DNA
- Mia Greeves, External Affairs Manager, Medibank
- Tim Blizzard, Architecture and Compliance Manager, MEGT Australia
- Ross Gerring, Director Business Development, Itomic
- Samantha Krajina, Senior Consultant, Dialog
- Emma-Jane McCarroll, Program Director, Education Services Australia
- Rachel Elliott, Education Services Australia
- Greg Hardiman, Business Manager, Independent Schools
- Tony Attridge, The College of Health and Fitness
- Nick Evans, IT Manager, Murdoch Children's Research Institute
- Fiona Hollier, CEO, Resolution Institute
- Louise Howard, Director IT, Griffith University
- James Gauci, Director ICT, St Mary's College
- Liz Hoffman, CEO, Wesnet.com.au
- Peter Moran, Principal, Peer Legal
- Michael Peters, Research Fellow, Sydney School of Business
- Michael Hoblos, Head of Academic and Compliance, Pivotal
- Dane Marcus, IT Operations Manager, Ascham School
- Sally Foreman, Senior Trademark Counsel, Davies Collison Cave
- Paul Bellinger, Director, Real Estate Home Loans
- Professor Liz Sonenberg, Pro Vice Chancellor Digital Data, University of Melbourne
- William Confalonieri, Chief Digital Officer, Deakin

Internationalised Domain Names: Correspondence to representative bodies

- The Australia China Business Council National President John Brumby and CC all the state and territory branches
- The Australia Japanese Business Co-operation Committee CEO David H Jacobs
- The Australia Arab Chamber of Commerce and Industry National Secretariat Jessica Swann and CC all state and territory chapters
- The Australia-Korea Business Council Chairman The Hon Mark Vaile AO
- AusCham Vietnam President Phillip Dowler

**Contact with the above groups has been via a combination of correspondence, one-on-one meetings, engagements, conversations and other networking activities. Follow up communications and approaches have resulted in no issues or concerns being raised and there is in principle support for IDNs. Further follow up activities will be conducted.*