ICANN Meeting

Wellington, New Zealand

27 – 31 March 2006

Host Report

InternetNZ

INDEX

Summary of Recommendations from Report

Recommendations to ICANN:

1. *That registrations are either dispensed with entirely, or that a high-threshold requirement of proof of identify (e.g. production of passport) be required.*

2. *That the requirement for names printed on the reverse of nametags be reviewed, as most attendees use the back of the nametag holder for storage, rendering usefulness as very low.*

3. *That ICANN requires all attendees using ICANN Internet connectivity to use a username and password, provided at the time of registration, upon receipt of valid identification.*

4. *That meeting room allocations must be *finalized* at least 7 days prior to the start of the ICANN meeting.*

5. *That ICANN supply its own audio visual equipment in each location, relieving meeting hosts of a cost burden of around $US100,000 per meeting.*

6. *That *immediately* after an ICANN meeting concludes, a link to the next meeting hosts website is activated by ICANN.*

7. *That ICANN pay special attention to the speed and accuracy of data as it applies to the agenda and times and locations of ICANN meeting meetings.*

8. *That the ICANN Meetings Committee meet with the hosts of the last 4 or 5 ICANN meetings in Morocco, to discuss improvements to ICANN's communications and methodologies.*

Recommendations to Minister of Immigration:

1. *That visa applications should be given priority responses of YES or NO, and delays in issuing visas of 1 - 6 months be considered unacceptable.*

2. *That passports must not be withheld from applicants for more than the time specified applicable to visa applications*

3. *That the Immigration Department be required to disclose Direct Dial phone numbers in all communications to individuals.*

Recommendation to Wellington Hotels regarding Internet connectivity:

1. *That InternetNZ recommends to Wellington hotels that they consider broadband Internet access as a necessary utility, no different to the provision of water or electricity, and not as an "extra" to be charged for.*

Recommendation to All:

1. *Unless you are prepared to pay 4 – 5 star rates and be happy with 2 – 3 star service and facilities, avoid using the Duxton Hotel in Wellington.*

Purpose:

The primary purpose of this document is to capture aspects of the facilitation of the ICANN Wellington meeting for internal record keeping. It is intended that this will become part of the public records of InternetNZ and the information will be published on the InternetNZ website.

Secondary purposes include:
- (i)　　providing feedback to suppliers and providers
- (ii)　　providing information for conference organisers regarding Wellington
- (iii)　　providing information for future ICANN meeting hosts
- (iv)　　providing input to ICANN relating to issues for ICANN meeting hosts

The ICANN meeting was held in Wellington from 24th to 31st March 2006. Details are on the website for this event at www.icann.org.nz.

Attachments

- (i)　　Appendix A　　Profit and Loss Statement / Financial Report
- (ii)　　Appendix B　　Delegates Attendance Statistics
- (iii)　　Appendix C　　Questionnaire Responses
- (iv)　　Appendix D　　Accolades and Feedback

Overview

I was generally happy with the overall organisation and believe that we delivered on our mission of having the most enjoyable ICANN meeting to date. Feedback has been extremely positive and although very few questionnaire responses (15) have been received, they do indicate a high degree of satisfaction. However, some aspects were clearly not satisfactory and, of course, in hindsight there were some things we could have attended to that would have enhanced the ICANN experience.

Providers and Participants:

Conference On Line, Laura Virgo (Professional Conference Organiser)
- Pre Conference Accommodation bookings, delegates packs etc
- Welcome Desk
- Liaison & facilitation of various events

Airport Greeting Booths (Auckland – Stafford Guest and Wellington – Sue Leader)

Audio Visual - Multi Media Systems Ltd (Ian Ferguson & Matt Hoyle)

Citylink / Cafenet, Andy Linton, Technical Manager for ICANN meeting – Network

FX / Asianetcom, Jamie Baddeley – Internet national and international providers

Wellington Convention Centre – Michael Fowler Centre and Old Town Hall venue

Te Papa – Formal Welcome Ceremony and Dinner

Te Ihi Performance – Powhiri at Te Papa

Bowland sports night – sports event

Transport (Buses and Taxis) – for sports event

The Brewery ICANN Bar – nightly "happy hours"

Weta / NZ Supercomputer Centre – tour for Vint Cerf

Communications and Political Liaison – Indaba Communications - Brendon Burns

Accommodation Hotels:
- Duxton
- Intercontinental
- James Cook
- Internet Access

Participants in the preparation of this report:

InternetNZ Staff:	Keith Davidson, Jordan Carter, Susi Fookes, Isabel Carberry, Nick Wallingford
DNC Staff:	Debbie Monahan
INZ Council:	Colin Jackson, David Farrar
Conference OnLine:	Laura Virgo

Summary of Ratings:

Providers were scored from a possible 10, with 10 being perfect and 0 being inadequate.

Provider / Event	Lowest Score	Highest Score	Average Score
PERFECT:			
Bowland Sports Night	10	10	10
Conference Online - Registration	10	10	10
InternetNZ Staff	10	10	10
MultiMedia Systems Ltd	10	10	10
NZ Symphony Orchestra	10	10	10
Weta / Supercomputer Centre	10	10	10
SUBERB:			
Citylink / Cafenet	9	10	9.9
Te Ihi Performance	9.5	10	9.9
FX / AsiaNetcom	9	10	9.6
Airport Booths	9	10	9.5
Conference Online - Bookings	8	10	9.5
Te Papa	9	10	9.4
Conference Online - Satchel Delegates Packs	8	10	9.3
MC for ICANN Bar	8	10	9.1
Brendon Burns / Indaba Communications	8.5	9.5	9
Conference Online - Liaison & Organisation	7	10	9
ACCEPTABLE TO VERY GOOD:			
InternetNZ Governance	7	8.5	7.75
Transport (Buses) to sports night	6	9.5	7.4
Displayways	6.5	7	6.7
The Brewery - ICANN Bar	4	8	6
Transport (Taxis) to sports night	4.5	8	5.9
NZ Immigration Department	5	5	5
TOTALLY UNACCEPTABLE:			
Duxton Hotel	0	8	4.1
ICANN (Organisational)	2	3	2.5
Wellington Hotels Broadband Value for Money	0	0	0

Conference Online (Laura Virgo)
(i) Pre Conference Accommodation bookings, delegates packs etc

Laura participated as part of the organising committee for the past 18 months and proved capable of coping with the foibles of our internal workings. She had a firm grasp on the actual requirements enabling her to engage the right team and the right approach to fulfill our requirements.

Angela Winiata accompanied the InternetNZ delegation to the December 2005 ICANN Vancouver meeting, to promote the Wellington ICANN meeting as Laura was unavailable, and Angela proved popular and enthusiastic in that role.

The online booking system worked without any fault or issues. A single complaint was received from a GAC representative, who felt the requirement for a deposit was draconian and would be difficult for many from the GAC to accommodate, but all were able to abide by the deposit policy.

The Conference Online website provided invaluable assistance to me both before and during the conference in order to locate who was staying at what hotel and other general information on attendees. The details caught by the online registration system worked extraordinarily well and ensured minimal delays whilst proceeding through the registration process. It is hard to envisage a better process.

Delegate's packs - we encountered late delivery from the suppliers of the satchels and compendiums and some of the contents and a number of the brochures for inclusion in the packs, but notwithstanding the eleventh hour nature everything was completed in an orderly fashion.

NZ Customs had seized part of Afilias's shipment which resulted in the luggage tags not being available for inclusion in the satchels but fortunately with an 11th hour delivery we were able to include the luggage tag in each delegates pack The quality of the satchel, the compendium, the inclusion of the ANZAC biscuits, the free .geek.nz name and informative and interesting brochures and newspapers/ magazines, were well received by meeting attendees or delegates. The sponsors of the satchel and the compendium have specifically sought surplus numbers for their own internal use, indicating a high level of satisfaction of the product.

Quotes:
"Best pack received and has been to the 3 previous ICANN meetings."

"I felt there was a bit too much in the satchels, which was a result of our being a victim of our own success in relation to sponsors. Those delegates who made the effort to have a good look through the contents found some good stuff but the bulk of items may have been a bit over-bearing for others."

(ii) Welcome / Registration Desk
The welcome desk was manned by Laura's team, who made the process fun and were enthusiastic in their welcoming of our delegates. A single problem was a chap who felt he did not have to comply with registration proceedings and was issued with a registration tag with a photo but no name. Upon my challenge to him of either being escorted from the premises by Security or served with a trespass notice he chose to complete the registration properly although later in the week I noted him with a "Bert" nametag. I understand the gentleman referred to above has behaved similarly at previous ICANN meetings.

Recommendations to ICANN:
9. *That registrations are either dispensed with entirely or that a high-threshold of requirement of proof of identify (e.g. production of passport) be required.*
10. *That the requirement for names printed on the reverse of nametags be reviewed, as most attendees stuffed other items into the nametag holder, rendering usefulness as very low*

Explanation - it is inappropriate to leave the local host to resolve the issues relating to idiots and a firm policy is required.

Registration Statistics

		Daily Registration	Cumulative Registrations
Friday	24 March	89	89
Saturday	25 March	167	256
Sunday	26 March	179	435
Monday	27 March	165	600
Tuesday	28 March	54	654
Wednesday	29 March	31	685
Thursday	30 March	20	705
Friday	31 March	4	709

(iii)   Liaison and facilitation of various events

Liaison between the Conference online team, Convention Centre, Multimedia Systems, ICANN Bar, Te Papa etc was extraordinary, with our needs and requirements dealt with to the finest level of detail and nothing more could have been done by them to have ensured success. Laura's pre-emptive work within our organisational committee structure resulted in her detailed understanding of the needs and the ability to reflect these needs to the multitude of suppliers along the way. The organisation between the many hotels and the overall numbers of rooms co-ordination was handled superbly.

Overall I believe Laura and Conference Online performed flawlessly throughout and on many occasions went above and beyond the requirements to ensure everyone was satisfied. I would not hesitate in recommending Laura as the very best P.C.O. available and would never hesitate to use her services in the future.

Quotes received relating directly to Laura Virgo:

"You are wonderful. I'll do it by your suggestions. Again, thank you for all your help; it's really nice to have such professional support … Davor Sostaric "

"Thank you so much Laura. Really appreciate the prompt response … Neha Naik, Registrar Liaison, Registrar Solutions Group"

"Thanks again for your attention and assistance on this issue, regards … Suzanne Sene, US DoC."

"Many thanks for your prompt attention to this at what must be a very busy time … Paulzyndler, DCITA "

"Thank you so much for your kind and prompt assistance. Now that I know the conference is being managed in such good hands, I am sure my first ICANN meeting will be a pleasant one … Wenlin Cheng, Second Secretary, Ministry of Foreign Affairs, Taiwan"

"Of such service, we are not worthy ! Thank you ever so much … Kathryn Shaw for Maggie Mansourkia, Verizon"

"Many thanks for your assistance. I look forward to meeting you. I am amazed at a how you handle such a Herculean task in such a lovely personal way … Dotty Sparks de Blanc, NIC. VI"

"I sincerely thank you for your assistance with the various changes that were necessary before the cancellation. I also thank you for all your hard work in making sure this event is handled appropriately … Yvonne Neal-Barfield, Secretary, National Telecommunications and Information Administration, US Dept of Commerce"

"Thanks for helping me out here … Your'e a gem … Sharon Smith – Versign"

"Thanks for the info. I am OK at the Novotel. I really appreciate this follow-up. Thank you. Very impressive … Chris Sheridan – Verisign"

"You are a star! … Chris Disspain – auDA"

InternetNZ Quotes:

"Laura always owned any problems raised with her, knew who to call about anything and never had to be asked more than once. … "

"The "go to" person who knew what was required and when …"

"You are the best. Thank you for getting this sorted …"

"Just a quick note to say well done on last night's event. It was such a hit …"

"Easy to work with and on to it …"

"Laura was always professional, always in control and exhibited the sense of reassurance that the Organising Committee needed".

Airport Booths
ICANN Delegates Information booths were manned at Auckland and Wellington airports by Stafford Guest and Sue Leader respectively. To all accounts these appear to have run smoothly and efficiently and were well-signed. Feedback has been received that the booths were useful and how nice it was to see a "face" on arrival in NZ.

InternetNZ Quotes:
"Useful to have back up person at each booth to enable breaks (comfort stops and refreshments)."

"A random taxi driver during the event told me that our rep (Sue) had gone above and beyond the call at the airport by staying very late the night that flights were disrupted. Not only was this excellent service, it was being remarked upon by the cabbies!"

Immigration
By and large co-operation with NZ Immigration Officials was excellent. 85 letters of invitation were issued for visa purposes and all except the delegation from Congo were able to receive their visas in good time The Congo delegation were stuck in South Africa for most of the week but this was due to incomplete and extremely late visa applications and our inability to help due to a lack of contact information. The Congo delegation chose to SPAM me and unfortunately for that delegation, my SPAM filters trashed much of their continuous incoming requests. The lesson here is that one email is sufficient, two might be considered above requirement, three is over the top, but repetition of the same message 14 times means SPAM filters are activated and the delegation finds itself without visas.

The only other issue relating to Customs and Immigration that was inappropriate was the application for a visa from a Serbian citizen, who applied for a visa on 13 February and was advised that his passport and Visa application had been sent to NZ, and he could anticipate a 1 - 6 month delay in processing. Given that the meeting was to occur in 6 weeks time it seems totally inappropriate for Immigration to even suggest that a 6 month delay might be imposed and outrageous that NZ Immigration would seek to withhold an individual's passport for such an extended period. Surely the answer is to either accept or reject the application on the spot - delays of this nature are completely absurd. Once NZ Immigration officials were appraised of the situation by InternetNZ they reacted promptly in the issuance of the visa and we were very pleased at the positive outcome. It should, however, be noted that it is a difficult task to telephone the Immigration Department. Their main telephone number is only recorded messaging for general assistance or waiting in line to get another operator. It appears to me to be inappropriate that individuals within Immigration do not or cannot reveal their individual telephone numbers for instances such as these where urgency is paramount - in a case such as the one encountered email and fax communications are not so expedient.

Recommendations to Minister of Immigration:
1. *That visa applications should be given priority responses of YES or NO, and delays in issuing visas of 1 - 6 months be considered unacceptable.*
2. *That passports must not be withheld from applicants for more than the time specified applicable to visa applications*
3. *That the Immigration Department be required to disclose Direct Dial phone numbers in all communications to individuals.*

It was also noted that some 11 visa applications were requested from Pakistan many of which seemed rather suspicious and it appears that no Pakistan delegates actually attended the meeting.

Rating

Immigration spoiled a great record through their treatment of one person and therefore could not score higher than **5 / 10**.

Multi Media Systems Ltd (Ian Ferguson & Matt Hoyle)

A superb effort from the AV people. The fit-outs and refits of the rooms were attended to smoothly and efficiently. All equipment met or exceeded the requirements and everything worked as expected. Calm and efficient service at all times in the face of heavy artillery from ICANN ensured the highest possible ranking for Multi Media Systems Ltd. Staff commented that Multi Media System went over and above their job description in assisting with other tasks.

InternetNZ Quotes:

"Quietly and efficiently carried out their tasks to the point of their presence being invisible."

"Worked through Laura and advised needed more lapel microphones and these appeared quickly and without fuss."

"Multi media just worked. On the day I gave a presentation they were helpful and professional"

"All equipment worked very well."

City Link / Cafenet

City Link provided Andy Linton as the Technical Manager for the host. Andy and his team, especially Jonny Martin, did a superb job with something like 10 kms of ethernet strung through the Convention Centre. Citylink worked exceptionally well with the ICANN technical team to ensure full inter-operability at all stages. The network performed superbly throughout the conference, with the exception of wireless. There appears to have been deliberate attempts on frequent occasions by ICANN meeting attendees to take the system down. The ICANN meeting requirements are for very open and accessible networks precludes the ability to track and trace the recalcitrant few who sought to disrupt the quality of service for the many. I feel City Link did everything within their power to maintain the wireless connectivity throughout but feel that some action is required if future ICANN meetings are to be able to offer robust wi-fi connectivity.

Quotes:

"Did a fantastic job. Andy Linton even though very busy was always approachable with problems."

"Agrees with recommendation to ICANN – "need to track down hackers - they are ruining it for everyone else."

"Andy and Jonny did amazingly well, given what they had to contend with".

"Faced with some seemingly unusual and extreme situations that they were doing their best to professionally deal with problems."

"Did not see all that was happening behind the scenes although told about the problem, but it did affect the conference.."

Recommendation to ICANN:

That ICANN requires all attendees to use a username and log In, which is provided at the time of registration, upon receipt of validation of identity.

This would allow technical support the ability to track and trace recalcitrant behaviour on the network.

FX / Asianetcom

The international and national bandwidth provision was excellent with the average throughout running at about 6 Megs throughout the conference, rarely bursting anywhere near the maximum 10 Megs provided.

I was extremely pleased that we could offer end-to-end Internet connectivity that avoided traditional telco circuitry in New Zealand and the combination of City Link, FX and Asianetcom ensured international and local bandwidth availability to delegates under extraordinarily testing conditions.

Wellington Convention Centre

Great people, virtually invisible until they were needed and then instantly reactive. Great operators, fast and efficient at reconfiguring and carrying out the 1001 last minute requests for food, water etc. The Convention Centre was stretched to its limits in terms of meeting rooms and space requirements for the ICANN meeting and yet no panic ensued. It was a smooth and efficient operation throughout. The Convention Centre supplied various meals (lunches, cocktails) and had roving carts with food for sale throughout the ICANN meeting. Generally food was of high quality and provided for a variety of different tastes. It was a valuable benefit to have tea and coffee continually available during the duration of the meetings.

InternetNZ Quotes:
"There was an ongoing problem with the air-conditioning in the Ilott Theatre which was frustrating. But overall the staff were approachable and willing to help. Individual Convention Centre staff personally took responsibility for matters brought to their attention and dealt with it – never "fobbed off" to find someone else."

"It just worked."

"Very helpful. Came at them a couple of times when we were "out of time" and they were always willing to open a door or whatever was asked of them."

"On a couple of matters (i.e. water and juice in meeting rooms) they could have been a little more proactive but overall were excellent."

Displayways

Displayways provided the partitioning and lighting for the sponsors' booths and registration area. Whilst giving the impression of high efficiency, they were not particularly expedient in providing information which led to delays in advising sponsors of their space and additional components for use in their booths. However, the booths were all eventually erected on time, but there was a considerable delay and repeated requests to get spotlighting in place. This provided a fairly indifferent experience from the organisers' perspective.

Te Papa

Great event. Superb food and a wonderful location to have over 700 people to dinner. Interestingly some people commented that Te Papa is not a museum and some went further in their praise in that they don't even have a word to describe it in their language to which my response was - we do, its "Te Papa".

The Te Papa staff were exceedingly helpful and polite and usefully moved the delegates through the various food stations. They were most accommodating when the ICANN attendees were exceedingly late departing the premises at the conclusion of the dinner. We were surprised at and grateful for this tolerance to our international guests.

The event led many people to return to Te Papa during a few quiet hours during the week to examine Te Papa in more detail and as a result Te Papa was the winner.

The fear with trying to move more than 700 people through a single meal is always the quality of the food and wine but Te Papa excelled at a truly gastronomic delight featuring fine New Zealand fare. The entrees concentrated on fresh New Zealand fish and the salmon was "up there". To conclude the meal the ice cream cones were a rare treat and favourable comments from people who seldom get the opportunity to enjoy such rich delectable dairy delights.

At least four gatecrashers got through to enjoy some free hospitality at our expense so security was perhaps not as astute as it could have been, resulting in a slightly less than perfect score.

InternetNZ Quotes:
"Excellent food. Just wee problem over the Picasso / Cezanne exhibit being closed. Thought it was going to be open and first staff member we asked told us it was going to be open but when we got there is was closed."

"I felt they could have been a bit better at making it clear where the dinner and dessert was being served."

Attendee Quotes:
"Should have had pavlova and hokey pokey ice cream"

"An announcement may have helped to assist people to know location of mains and deserts."

"Marvelous venue, perfectly used"

Important Note:
We labeled the evening a "Progressive Dinner" but for some attendees the concept of "Progressive Dinner" means that each attendee brings some food along (i.e. "Ladies a plate" in Kiwi terms) so in future for an international audience a further definition of what a progressive dinner means would be useful.

Te Ihi Performance
Superb. I succeeded in my wildest dream that I could actually silence an ICANN crowd, and this Powhiri certainly was effective in that regard. I feel that my biggest failure in delivering for the Wellington ICANN meeting was to not have a telecast of this performance on a big-screen so that all present could have seen the detail, but certainly those who saw and heard the performance had respect for the occasion.

Best quote: Vint Cert saying *"Gosh if that's the friendly welcome, I would hate to see their angry one"*.

Quotes:
"Should have had authentic taiaha."

"The pinnacle of the function which was itself the conference highlight. Well done for persevering with having this on the programme despite setbacks."

"Difficult venue for that many people. Not everybody could see it well."

"Just the right length of time."

Bowland Sports Night
The number attending this event was estimated at just under 200, of which more than 140 participated in the bowling itself.

This was, therefore, a very well attended event with a high participation compared to previous ICANN sports events but given that 10 pin bowling requires low physical fitness levels and easy participation for all it became a very competitive and fun event. Bowland worked exceptionally well to enthuse, encourage and ensure that everyone enjoyed their night. The food was adequate for the occasion and the atmosphere throughout the night was enjoyed by all. Perhaps the only improvement could have been a random choice of team members which may have led to complete strangers becoming more aware of others within the ICANN community. Nevertheless the evening went exactly as planned in terms of time and the busing arrangements worked well.

Quote of the Night : Chair of the GAC seeing the scoreboard after 3 strikes showing as "Sharil xxx" on screen, exclaiming *"oh ****"*

InternetNZ Quotes:
"Sponsors handing out their caps for strikes was a stroke of genius."

"Best part was hearing delegates comment on how exciting it was and had a "bloody good time" to others who hadn't attended. Those that didn't go seemed to then regret they hadn't attended."

"Venue supported both playing and spectators."

"It worked so well partly because it was such a contrast to the previous night. Everyone had a good time."

"Stunning event."

Transport (buses / taxis)

Buses certainly did the pick up and drop off from appointed places at appointed times but did not have a planned entry / drop off and exit policy which led to complete and utter chaos in the carpark at Bowland. Some co-ordination and planning from the provider should have been possible. There were two buses on the occasion of the bowling night supposed to be departing from outside Te Papa and one was in the wrong place which caused some confusion. Some people got on the bus and then the driver moved to the correct location.

Taxis - some people who were unable to take the bus used taxis to get to and from the sports night and unfortunately at least two taxis completely lost the plot with no idea of where they were heading. A significant problem in Wellington is that some taxi drivers neither speak English well nor know their way and I am staggered that such people can qualify for a taxi license. The ability to either speak English well or an in-depth knowledge of the area would not pose a problem in itself, but the two together is a lethal combination resulting in them getting people completely lost. It is not appropriate to expect international visitors to know the exact ways of navigating in a strange town and taxi drivers should be of a quality to ensure our international guests receive a high level of service.

Standard of buses varied. Although all clean and ran well and on time some were good quality tourist buses while others were old standard "suburban" buses

Quotes:
"The Transport from Parliament to the bowling was good as it enabled more people to attend (although I had to give the driver a last minute direction to avoid a diversion over the Petone overbridge). The return bus driver initially refused to drop a disabled delegate outside his hotel (Novotel). As it turned out he was an Aucklander and did not know Wellington at all. Alick Wilson (who deserves praise) took over as the driver's mate for the journey and ensured that he found all his drop off points and that the disabled person was delivered correctly. Very irritated about the lost taxis and agree with Keith about his assessment. This feedback should go to the company, assuming it was the official one for the event."

"Bus drivers exhibited a slightly abrupt attitude unnecessarily. Taxi drivers did not know about the discount deal which was a communications fault at the company end. Did not reject discount card when presented but really lost opportunity to be active sponsors."

"Buses were a bit chaotic at the Bowland event but ran on time."

The Brewery ICANN Bar

This was an important component of the meeting given that attendees were spread amongst many hotels and the InternetNZ team proved efficient at encouraging attendees to attend each night at the ICANN bar. The bar itself and the view were great in terms of a location and a meeting point for the delegates but unfortunately the attention to detail was not always as good as it could have been.

The first 2 nights saw the womens toilets out of toilet paper and constant requests being made to replenish and I find this an appalling lack of service from a bar. We had difficulties in connecting up our technologies thought fortunately these difficulties were soon overcome. It was also a surprise to see Australian wine being served on the first night and I would have taken it as read that for an international meeting the obvious would have been the provision of New Zealand wine. In general terms the staff were happy and obliging and attended to the crowds well.

On the Monday evening a meeting was still going on in the room that was booked as our bar and to allow this double booking to have occurred is unacceptable. However, after the bumpy start things did improve gradually

during the week and I think we had the bar in order by the final night. Other issues during the week were lack of tables and seating but while more were added progressively during the week there was still insufficient.

Quotes:
"Staff were varied in standard with a good friendly approach from some through to others exhibiting perhaps an indication they should not be in the hospitality business. Not happy with manager who didn't even front up with an apology for the double booking. This bar seems to have a problem with internal communications which effects service and efficiency. Seemed to have a casual approach to business rather than a strict professional one."

"Did not take suggestions or criticism well to the extent that staff ignored Susi on occasions when she was at the bar waiting to be served."

"Surprised that they did put the signs out every day, without having to be prompted."

"The concept of the ICANN bar deserves a "10". How the Brewery Bar acted was more like a "5"."

"Fantastic concept and the irritation factors didn't bug me personally, although service could be hard to obtain on occasion. "

"The facility itself was top class but the bar staff not great, opening late on one occasion."

MC for ICANN Bar

David Farrar was MC for a prize-awards session each night at the ICANN bar and added an element of humour and interest to each nights events with some astounding questions to which some would have had no possible answer but added to the social aspects and interactions between the delegates.

InternetNZ Quotes:
"David was tops. Missed his vocation."

"This would not have been possible without the work of Susi and Isabella arranging and pre-packaging all the prizes."

WETA / NZ Supercomputer Centre

A private tour arranged for Vint Cerf ended with a highlight of Peter Jackson and Richard Taylor meeting with Vint. A useful as well as fun tour seeing some of the latest items Weta have under development. Congratulations to Simon Riley for being able to make this day happen.

Best thing: The contrast between the impeccable three piece suit of Vint and shorts and t-shirt of Peter Jackson was in no way a barrier to the admiration that both had for each other's roles.

Brendon Burns (Communications and Political Liaison)

Brendon performed the political and liaison tasks for InternetNZ and was successful in meeting or exceeding all our expectations in this regard. Brendon's most useful media and political contacts ensured a high level of co-operation and collaboration which ensured significant coverage of the ICANN meeting and issues of importance to InternetNZ receiving considerable coverage during the week.

Some InternetNZ staff felt he was quite demanding at times with them when other equally important tasks were being attended to.

InternetNZ Quotes:
"He did everything except deliver Helen to open the conference."

"Worked professionally. Stuck to times well."

"Excellent outcome with the media."

Accommodation
(i) Duxton Hotel - Keith Davidson
For me, this was the nightmare from hell, from check-in to check-out.

With the ICANN delegation of 700 people in Wellington, the last thing I needed was shonky service from the hotel. What I last needed was exactly what I got. While any of the incidents listed in themselves are minor, the issue is the overall experience.

Issue 1: On checking in, I was asked for my credit card. I suggested to the check-in clerk that as the 20 odd rooms booked by InternetNZ were on charge back to InternetNZ, and the clerk initially challenged me, but after checking with the reservations manager, agreed that all our rooms were on charge back, and then verified to me that no other InternetNZ people would be asked to provide credit cards. At least the next 2 InternetNZ people were required to provide their credit cards on check-in.

Issue 2: Breakfast in the Club Lounge on Sunday, after waiting 20 minutes for the toast I had ordered, I called the waitress over, who advised it would only be a couple more minutes - no apology for the delay, and within 5 minutes I finally got my breakfast. I decided that I would avoid eating at the Duxton for the forthcoming week as I did not have discretionary time to wait forever for simple things like toast.

Issue 3: The key card for my room was not working, had to go back to reception to get the card reconfigured - this happened 3 times during the course of the week to me, and also happened to other InternetNZ and ICANN guests.

Issue 4: Bar closing, on Monday and Tuesday evenings the bar was closed by 11pm, about the time I was getting back to the hotel. Understandable, given low numbers of people around. Wednesday evening arrived back at 10.50pm, more than 20 people in the bar, and advised the final orders are being taken as the bar is shutting. Only crazy or lazy people would close a bar when there is a well behaved crowd wanting to continue drinking. After the bar had closed, other people wandered in trying to get a drink, but were told the bar was closed.

Issue 5: The toilet cistern in the room was constantly dripping, making sleep difficult - complained to reception on either Sunday or Monday, and again on Monday or Tuesday. One of my staff complained about my toilet to reception on Wednesday, and I arrived back late afternoon to find repairman fixing toilet. At last, after 5 nights of interrupted sleep I expected a good night. Surprise, surprise, flush the toilet on Wednesday night, and instead of ongoing trickling, the water runs through constantly. No method of turning water to the cistern off. Ring reception, go ballistic, and get shifted to another room to sleep that night. Spoke to Dean Overend (Rooms Division Manager) on Thursday about the toilet incident, the fact that 2 complaints lodged and no action plus covered the other issues above. Was assured toilet was fixed.

Issue 6: Thursday night, and sure enough, toilet fixed, but hand basin tap dripping and unable to be fully turned off. Another night of "water torture". After discussion with Mr. Overend, I'd thought we got through these hassles. Had been assured that staff had been advised to be fully attentive to me, in recognition of my being organizer of the ICANN meeting and needing expediency.

Issue 7: The straw that broke the camels back - One of my staff sought to have a suit of mine shifted from his room to mine, at 11.30am Friday morning. I went to change at around 6pm, and suit was not in my room, had not been shifted from the other room, too late for me to recover it for that nights events. Made the call then to check out of the hotel a day early, packed car and checked out.

Interesting that in the discussion with Mr. Overend that he suggested he had some pride associated with their motto "Detail is the Duxton". I'm not sure how much this catchy slogan cost, but it is a great pity that there is no attempt to actually do more than recite the line. An example, for my room, my book, glasses and alarm clock every night were on the bedside cabinet on the left side of the bed, and nothing on the cabinet on the right side of the bed – as an observation, if "detail" is the theme, anyone would have worked out that they should leave the bedside light on for the left hand side, yet every night only the right hand side bedside light was turned on.

InternetNZ Executive and Staff made the following comments on the Duxton :

"Experienced room key problems at least 3 times. Some furniture and bathroom fittings cheap and nasty and not well-designed. Staff were terrible and failed to both carry out requests and report back on outcomes."

"Haphazard service. Some staff tried hard but the majority did not." Examples – check in problems with room not being ready. When returning later in day it still wasn't ready. I encountered the credit card problem referred to in Issue 1 of comments above, also experienced strange housekeeping practices and noted the service in the Club Lounge for breakfast was spotty, being another who experienced some toast problems. Lack of thought in relation to the TV in the Club Lounge when Sky having their major outage the only channel working was cartoons which they kept playing at a reasonable volume in the room despite no children being present. The hotel had reasonable infrastructure but the service too patchy to recommend it. I was one who took the opportunity to check out at the first opportunity".

"Found the service most acceptable but did not consider it worthy of either a 4 or 5 star rating. Another who was disappointed at the cost of Internet access and was embarrassed to think that ICANN delegates were being inflicted with those prices. I found inconsistency in information provided by staff and thought my stay generally represented poor value for money. I was again one of those InternetNZ bookings who was asked for a credit card as mentioned in Issue 1 in KD's comments above. also commented on the poor maintenance of the room and noted "the showers are made for hobbits". also had to wait for a table for breakfast and chose to go off-site."

"Reception service crappy with long waits being experienced. Ended up in a situation of not being able to trust them. Nothing I asked to be done was ever done. Breakfast coffee poor and food relatively expensive. Interesting that a hotel that claims to be 4 - 5 Star does not have a decent café. Will never stay there again if he can help it!"

"Room not ready on check in despite it being after 2.30pm. Used Room service on Monday evening when ill and service was very good and woman was very nice. On check-out treated like I was invisible and other people waiting seemed to have been given priority. Timing of room cleaning was not well-conceived often arriving at around 9am. As check out is not till 10am that was an interesting factor. In the end had to resort to putting "Do Not Disturb" sign on the door to ensure left in peace. Disappointing to see such out-dated hotel when it considers itself a 4.5 star. Toilet seats are cheap and nasty."

"Tony Willoughby from the UK when asked about Cable Car and the Karori Wildlife Sanctuary got told "wrong city – they are not here"."

"I'm embarrassed to have this hotel in the city".

"Did not have bad time. Did encounter slow check in but other than that no problems."

"Personal experience was very good with the only problem being encountered was with the Club Room key which did not work."

Other hotels by all accounts were between satisfactory and very good and adequate according to price. No complaints from delegates in that regard, except for the recurring theme of exorbitant Internet prices.

(ii) Intercontinental – Laura
"Lisa Miller, Group Reservations Manager - did an absolutely sterling job when ICANN staffer was making continuous changes right up until the last minute. She was a pleasure to work with and with her understanding and assistance we were able to completely protect InternetNZ from any late changes / cancellation charges incurred as per the contract conditions. As far as I know everyone at the InterContinental was happy apart from one person who was allocated a third floor room when he wanted a seventh floor room with a view. But even then, the IC were able to shuffle things around to accommodate him and he was happy after that."

(iii) James Cook – Laura
"Again, Robyn McNeil, Group Reservations Manager - was completely on to it. It was a pleasant surprise to receive real service from Robyn, when some hotels can treat PCOs with little respect or consideration. I was able to speak in person to Robyn virtually every time I rang (and I'm sure we weren't the only group she was dealing with) and she always responded to my emails promptly as well as providing up to date manifestos whenever I asked. "

(iv) Novotel – Laura
"The Novotel also deserves a mention as they too housed a number of ICANN attendees. Sharyna was dropped in at the deep-end only a few weeks prior to the start of the conference, taking over the group file when the

previous Reservations Officer resigned. Sharyna also had to keep up with three different sets of payment procedures: Full charges to ICANN master account for ICANN's "group of 13," charge back room only for 35 of our PIFS friends and pay direct for all the other individuals. She had her finger on the pulse here and was always pleasant if she needed to clarify anything. One ICANN delegate - Eugenio Tirana - was extremely irate that he ended up in the Novotel instead of the InterContinental and threatened to go home to Spain if he wasn't transferred. As both hotels were full and it was ICANN's decision to put him in the Novotel, I had no option but to refer him to Michael Evans. I understand a solution was found between the two hotels"

(iv) Hotel Internet Access

Overpriced. Hotels are going down the same path in relation to net access as they did with phone calls – pricing themselves out of the market. Visitors will resort to 3G connectivity at $50 per month unlimited rather than the $25 - $30 per day Internet access fees. This situation is out of kilter with access provided to hotel guests in other countries (other than NZ and Australia) which range from free broadband to very low price solutions.

Recommendation to hotels:
1.   *That InternetNZ recommends to hotels that they consider broadband Internet access as a necessary utility, no different to the provision of water or electricity, and not as an "extra" to be charged for.*

NZSO / Gershwin Concert

InternetNZ was gifted 40 tickets to the NZSO performance of Gershwin on Friday 31 March, and used these tickets to take sponsors plus key ICANN Board members to the performance, which was first-class. The performance of the NZSO and the pianist Kevin Cole left our guests stunned. The venue staff were very efficient and helpful.

I thought that Gershwin's "Rhapsody in Blue" would have been "Lullaby in Blue" for me given my lack of sleep over the previous week. However, the performance kept me on the edge of my seat and was a great stress reliever. NZSO is world class and most of our guests passed very favourable comments.

Vint Cerf overheard saying "*Wellington is certainly no backwater town*".

"Just great. How clever of Keith to have got the NZSO to pick something light, dynamic and American which was so appropriate".

"Perfect performance"

Staff

I was exceptionally pleased with the performance of InternetNZ and DNC staff and most volunteers, in particularly Chris Streatfield. I found that on virtually every occasion I needed some assistance, someone was on my shoulder and available and was able to fulfill the requirements without fuss.

In general the volunteers were superb at assisting and guiding people around the venues and social events and had generally been well prepared so they could assist with location of rooms, times of events etc.

The Platinum Sponsor writes

"*Thank you very much for a fantastic ICANN meeting. Wellington was a fantastic venue and I am greatly appreciative of the sponsorship awareness that dot.org gained from the event. You and your entire team did a brilliant job of organising and hosting the event. From a sponsorship perspective it was one of the best ICANN events that we have sponsored. Congratulations to your entire team.*"

Similar commentary has been received from most sponsors and from many attendees.

InternetNZ Quotes:
"Felt as one of the staff involved that they worked together well as a team with all staff pulling their weight and not hesitating to undertake any small task. This included wonderful assistance from one member of DNC staff."

"Great team-building exercise and all coped well despite getting sick."

"Thought the InternetNZ staff and Alison were great in getting involved with the delegates."

"What can I say? Huge effort, huge success."

"Felt volunteers generally well prepared and helpful and turned up."

ICANN (Organisationally)

The experience in dealing with ICANN throughout over the hosting of the meeting in Wellington has not been a particularly pleasant one. From the time of InternetNZ making its bid to host the meeting, the significant delays for many many months lead to reductions in available hotel rooms, requiring use of greater numbers of hotels, but dispersing the ICANN attendees over greater locations.

Laura Virgo commented this was the first conference she had ever been involved in where the Delegates Satchels were packed before the meeting room allocations were made. ICANN staff were appalling in their lateness in attending to this issue, with room allocations only being completed on the eve of day -1 of the meeting!

The ICANN staffer was also exceptionally difficult to deal with relating to the ICANN hotel accommodation requirements, and a very common comment from other providers, including the Audio Visual people, caterers etc was that everything had to be debated and re-debated, and nothing accepted at face value. Significant additional costs were on-charged for additional Audio Visual requirements made by ICANN, in re-working room requirements. Given that the fixed costs of av for an ICANN meeting appear to be around US$100,000 per meeting, and given the variability of suppliers internationally, it would seem most appropriate that ICANN actually purchase the hardware for all AV needs, and ship to each meeting. The total capital cost would likely be little more than the costs to the hosts for 3 or 4 meetings.

ICANN were extremely slow to put up the link from their website to the local host website, eventually going live in February, despite agreement that the link would be live immediately after Vancouver in December 2005. As a result, many ICANN attendees were unaware and therefore unable to attend the NZNOG meeting (Wed 22 – Fri 24 March) or the APTLD meeting (Sat 25 March), and both these meetings had been shifted from other timeslots to align with ICANN and encourage greater participation.

The INZ organizing team, along with Laura's team, also received many complaints from meeting attendees, that the ICANN website agenda, times and allocations of meeting rooms were somewhat awry on many occasions. There appeared to be an extremely casual approach by ICANN staff to getting information updated. With around 700 attendees, it is of paramount importance to have accurate and timely information available.

It is likely, given the significant costs to the local hosts in hosting an ICANN meeting, and given the increasingly poor reputation that ICANN has in its relationships with local hosts, that ICANN will in future struggle to find organisations willing to host. Some significant changes in ICANN's methodology of dealing with local hosts is becoming a necessity.

Recommendations to ICANN:
1. *That room allocations must be *finalized* at least 7 days prior to the start of the ICANN meeting.*

2. *That ICANN supply its own audio visual equipment in each location, relieving hosts of a cost burden of around $US100,000 per meeting*

3. *That *immediately* after an ICANN meeting concludes, a link to the next meeting hosts website is activated by ICANN*

4. *That ICANN pay special attention to the speed and accuracy of data as it applies to the agenda and times and locations of ICANN meeting meetings.*

5. *That the ICANN Meetings Committee meet with the hosts of the last 4 or 5 ICANN meetings in Morocco, to discuss improvements to ICANN's communications and methodologies.*

APPENDIX A - ICANN Meeting Financial Report

ICANN WELLINGTON PROFIT / (LOSS) STATEMENT

	Actual
Revenue	
Sponsorship and Booth Rentals	275,805
NZ Government Contribution	84,889
Total External Income	**360,694**
NZRS Contribution	300,000
Total Internal Income	**300,000**
Total Income	**660,694**
Expenses	
Venue Hire	72,944
Audio Visual Hire	111,811
INZ Accommodation	19,869
INZ Travel & Incidentals	8,059
Welcome Ceremony Te Papa	54,123
Te Papa Kapa Haka	1,500
Security Guards	5,711
Trade Display Booth	5,425
Tea & Coffee - continuous	17,778
ID Nametags	11,173
Insurance	2,500
Extra Staffing	21,794
Website / logo	4,475
Network Management - Citylink	10,000
International Bandwidth - FX / MCI	20,000
Printing / banners / information	27,601
.Organizer Shirts	3,590
Delegate Satchels	13,578
Registration costs - Conference Online	5,562
Sundries and consumables	6,876
Contingency	10,000
ICANNZ06 TF Expenses	841
Mar del Plata attendance (P Macaulay)	10,490
Vancouver promotions	10,152
Vancouver travel - KD / AL / AW	25,367
10 pin Bowls	17,575
Delegate Pack goodies	20,466
VIP Function	1,618
Scoping - Digital Archive	3,480
Transport - Airport Shuttle	0
ICANN Bar	14,508
Total Expenses	**538,866**
Net "Profit" on Project	**$121,828**

APPENDIX B - ICANN Registrations - Alpha sort by Country

Country	Attendees	Country	Attendees
Afghanistan	2	Mexico	5
Antarctica	1	Mongolia	1
Argentina	3	Morocco	8
Australia	49	Namibia	1
Belgium	8	Nauru	1
Brazil	13	Netherlands	6
Bulgaria	1	New Caledonia	2
Burkina Faso	1	New Zealand	170
Cambodia	1	NIGER	1
Canada	23	Niue	5
Cayman Islands	2	Norway	2
Chile	4	Philippines	2
China	7	Poland	5
Cook Islands	1	Portugal	3
Czech Republic	4	Puerto Rico	3
Denmark	4	Marshall Islands	1
East Timor	1	Samoa	6
Egypt	1	Scotland	1
England	1	Senegal	1
Fiji	14	Serbia & Montenegro	1
Finland	1	Singapore	4
France	7	Slovenia	1
Germany	18	Solomon Island	2
Greece	1	South Africa	4
Hong Kong	6	Spain	2
India	4	Sri Lanka	1
Iran	4	Sweden	4
Ireland	5	Switzerland	8
Israel	1	Tahiti	1
Italy	9	Taiwan	13
Japan	17	Timor Leste	1
Kenya	3	Tokelau	2
Kiribati	3	Trinidad & Tobago	1
Korea(Rep. of)	10	Tuvalu	3
Latvia	1	UAE	2
Lithuania	3	UK	19
Luxembourg	3	United States	164
Malawi	1	Uruguay	1
Malaysia	7	US Virgin Islands	2
Malta	1	Vanuatu	1
Mauritius	1	Vietnam	1
		Grand Total	**709**

APPENDIX B - ICANN Registrations - Representation by Country

Rank	Country	No. of Attendees	% of Total Attendees	Rank	Country	No. of Attendees	% of Total Attendees
1	New Zealand	170	24.0%	42=	Afghanistan	2	0.3%
2	United States	164	23.1%	42=	Cayman Islands	2	0.3%
3	Australia	49	6.9%	42=	New Caledonia	2	0.3%
4	Canada	23	3.2%	42=	Norway	2	0.3%
5	UK	19	2.7%	42=	Philippines	2	0.3%
6	Germany	18	2.5%	42=	Solomon Island	2	0.3%
7	Japan	17	2.4%	42=	Spain	2	0.3%
8	Fiji	14	2.0%	42=	Tokelau	2	0.3%
9=	Brazil	13	1.8%	42=	UAE	2	0.3%
9=	Taiwan	13	1.8%	42=	US Virgin Islands	2	0.3%
11	Korea (Rep. of)	10	1.4%	52	Antarctica	1	0.1%
12	Italy	9	1.3%	53	Bulgaria	1	0.1%
13=	Belgium	8	1.1%	54	Burkina Faso	1	0.1%
13=	Morocco	8	1.1%	55	Cambodia	1	0.1%
13=	Switzerland	8	1.1%	56	Cook Islands	1	0.1%
16=	China	7	1.0%	57	East Timor	1	0.1%
16=	France	7	1.0%	58	Egypt	1	0.1%
16=	Malaysia	7	1.0%	59	England	1	0.1%
19=	Hong Kong	6	0.8%	60	Finland	1	0.1%
19=	Netherlands	6	0.8%	61	Greece	1	0.1%
19=	Samoa	6	0.8%	62	Israel	1	0.1%
19=	Ireland	5	0.7%	63	Latvia	1	0.1%
19=	Mexico	5	0.7%	64	Malawi	1	0.1%
19=	Niue	5	0.7%	65	Malta	1	0.1%
19=	Poland	5	0.7%	66	Mauritius	1	0.1%
26=	Chile	4	0.6%	67	Mongolia	1	0.1%
26=	Czech Republic	4	0.6%	68	Namibia	1	0.1%
26=	Denmark	4	0.6%	69	Nauru	1	0.1%
26=	India	4	0.6%	70	NIGER	1	0.1%
26=	Iran	4	0.6%	71	Marshall Islands	1	0.1%
26=	Singapore	4	0.6%	72	Scotland	1	0.1%
26=	South Africa	4	0.6%	73	Senegal	1	0.1%
26=	Sweden	4	0.6%	74	Serbia & Montenegro	1	0.1%
34=	Argentina	3	0.4%	75	Slovenia	1	0.1%
34=	Kenya	3	0.4%	76	Sri Lanka	1	0.1%
34=	Kiribati	3	0.4%	77	Tahiti	1	0.1%
34=	Lithuania	3	0.4%	78	Timor Leste	1	0.1%
34=	Luxembourg	3	0.4%	79	Trinidad & Tobago	1	0.1%
34=	Portugal	3	0.4%	80	Uruguay	1	0.1%
34=	Puerto Rico	3	0.4%	81	Vanuatu	1	0.1%
34=	Tuvalu	3	0.4%	82	Vietnam	1	0.1%
					Grand Total	**709**	**100.0%**

APPENDIX B - ICANN ATTENDEES – PACIFIC ISLAND PARTICIPATION

Rank	Country	Attendees
1	New Zealand	170
2	Australia	49
3	Fiji	14
4	Samoa	6
5	Niue	5
6	Kiribati	3
7	Tuvalu	3
8	New Caledonia	2
9	Philippines	2
10	Solomon Island	2
11	Tokelau	2
12	Antarctica	1
13	Cook Islands	1
14	East Timor	1
15	Nauru	1
16	Republic of Marshall Islands	1
17	Tahiti	1
18	Timor Leste	1
19	Vanuatu	1
	Total	**266**
	Total Non Australia / NZ	**47**

REGISTRATIONS – MOST COMMON NAMES

Rank	Name	Number	Percent
1	David	16	2.3%
2	John	12	1.7%
3	Michael	11	1.6%
4=	Paul	10	1.4%
4=	Robert	10	1.4%
6	Peter	9	1.3%
7	Andrew	8	1.1%
8	Richard	7	1.0%
9=	Mark	6	0.8%
9=	Thomas	6	0.8%
9=	Chris	6	0.8%
1	Sue	5	0.7%
2	Laura	4	0.6%
3	Susan	4	0.6%
4	Diane	3	0.4%

Appendix C – Questionnaire Responses

ICANN Questionnaire Responses

	Total	Possible	Average	%	<- Range -> High	Low	5	4	3	2	1	Total
Ease of transport to Wellington	64	75	4.3	85.3%	5	2	7	6	1	1		15
Ease of transport to from Wellington Airport to your Hotel	65	70	4.6	92.9%	5	4	9	5				14
Overall Quality of the Hotel you stayed at	63	75	4.2	84.0%	5	1	6	8			1	15
Speed of Registration at the Conference Centre	73	75	4.9	97.3%	5	4	13	2				15
Usefulness of information in Conference Pack	67	75	4.5	89.3%	5	3	8	6	1			15
Usefulness of information on icann.org.nz website	67	75	4.5	89.3%	5	3	9	4	2			15
Quality of room and facilities for your constituency meetings	67	75	4.5	89.3%	5	4	7	8				15
Quality of room and facilities for the main hall	62	70	4.4	88.6%	5	3	8	4	2			14
Quality of morning and afternoon teas	60	75	4.0	80.0%	5	3	6	4	4	1		15
Satisfaction with wireless Internet connectivity	52.5	75	3.5	70.0%	5	1	6	1	3	4	1	15
Relevance of Formal Opening	58	70	4.1	82.9%	5	3	5	6	3			14
Te Papa Function and Dinner	70	75	4.7	93.3%	5	4	10	5				15
Ten Pin Bowling Sports Night	44	45	4.9	97.8%	5	4	8	1				9
The ICANN Bar Happy Hours	68	70	4.9	97.1%	5	4	12	2				14
Overall Rating of Wellington ICANN Meeting	70	75	4.7	93.3%	5	4	10	5				15
TOTAL	**950.5**	**1,075**	**4.4**	**88.4%**	**5**	**1**	**124**	**67**	**16**	**6**	**2**	**215**

APPENDIX D – FEEDBACK FROM SOME ATTENDEES

Keith,

[Saturday] went precisely as planned and was simply lovely.

Many thanks again to you and all your colleagues for a most pleasant day - and for all the hard work that went into support for the ICANN meeting here in Wellington. I am aware of the personal expense and the financial burden that this event placed on InternetNZ and the local government and assure you that the staff and board of ICANN are deeply grateful for your extraordinary support for us.

I look forward very much to a return visit where we can try to knit up many threads started in the conversations of the week.

Kindest regards and gratitude,

Vint Cerf – Chairman of ICANN

Keith and ALL the team,

Stunning job. Well done. Quite possibly 'Ze bezt ICANN meeting ever' to steal and expression from Juan Antonio Samaranch.

Chris Disspain – ccNSO Chair

Also a special thanks to the great work from InternetNZ in hosting the ICANN meeting.   The social agenda was one of the most enjoyable of all ICANN meetings!

Bruce Tonkin (gNSO Chair)

Great organisation, great meeting, great party, wonderful company, what else can i say?

Mohamed Sharil Tarmizi (GAC Chair)

Thank you very much for a fantastic ICANN meeting. Wellington was a fantastic venue and I am greatly appreciative of the sponsorship and awareness that .ORG gained from the event. You and your entire team did a brilliant job organizing and hosting the event. From a sponsorhship perspective, it was one of the best ICANN event that we have sponsored. Congratulations to your entire team.

Michael Ward (PIR – Platinum Sponsor)

It was a pleasure to meet all of the hard working members of the organizing committee. Thank you for a wonderful ICANN event here in New Zealand.

Raynor Dahlquist

Thanks for your extraordinary hard work toward making the ICANN Wellington meeting happen. The punters have stamped it a success and I, for one, found it a valuable opportunity. Ka pai.

Mikl

Just a little note to thank you on behalf of Melbourne IT and Domainz, for the opportunity to take part in the ICANN conference last week. It was a great experience and a chance to meet some highly respected individuals in our industry.

Tim John

I would like to give my special thanks to the InternetNZ for hosting the APTLD and ICANN meeting in Wellington.

Also, I would like to extend gratitude to Keith Davidson, Peter Dengate Thrush and Jordan Carter for their efforts they and their colleagues had put forth to make arrangement for APTLD members to meet.

Jaeyoun Kim

It was my very first ICANN meeting, thanks for making it a great one.

Leona Chen – DotAsia

Thanks again from Brussels for everything, organisation and help and "ambience" Best regards

Richard Delmas (GAC Secretariat)

Just a quick note to express my gratitude for your help and support whilst we were over in NZ last month. I wish everyone could have such a pragmatic and sensible view as the Kiwis.

Stuart Lawley – ICM Registry

APPENDIX D – FEEDBACK FROM SOME ATTENDEES

On behalf of the MN Domain Registry I'd like express many thanks to APTLD Committee and InternetNZ team for enabling .MN to attend important meeting and taking such good care of me during my stay in your beautiful harbour city.

It was my great pleasure to meet you in your home town and to come to know you more. Your generous support while I was in your wonderful Kiwi country was greatly appreciated.

The APTLD and ICANN meetings gave .MN a great chance to gain the knowledge and experience regarding the latest ccTLD's issues, Registry and Registrar solution, IDN, DNAME and IPv6 with other APTLD members.

It was a great opportunity for .MN to establish collaborative relationship with not only APTLD members but also gTLD, ccTLD leaders in the other regions and global Registrars and have gateway to communicate worldwide

I was very impressed by the coverage of the discussions and topics of those meetings, and great Kiwi hospitality and friendly atmosphere during meetings in Wellington.

Thank you very much again and I would like to extend sincere gratitude to Peter Dengate, Keith Davidson, Jordan Carter and Nick Griffin!

Baasansuren Burmaa

Thank you for all of the work that you and your team put into successfully organising the meeting this week. The social side of Wellington in particular will be talked about for some time and will certainly be a hard act to follow!

I'm aware that this whole event has taken up huge amounts of your time and energy and hope that you are able to take some time off to recover and reflect on how well you did.

Lesley Cowley – CEO Nominet

Keith,

I would like to echo those words from Lesley if I may.

Thanks for your hospitality and generousity... ...blowing as hurricane ;)

Olivier Guillard / AFNIC

APPENDIX D – FEEDBACK FROM SOME ATTENDEES

Hon Luamanuvao Winnie Laban
Minister for the Community and Voluntary Sector
Associate Minister for Economic Development
Associate Minister for Social Development and Employment
Associate Minister of Pacific Island Affairs

10 April 2006

Keith Davidson
Executive Director Internet NZ
PO Box 11-881
WELLINGTON

Dear Keith

I thoroughly enjoyed the opportunity to attend the opening of the ICANN
Wellington conference on Monday 27 March.

The opening speeches were inspiring and it was wonderful to meet a diverse
range of people working in information technology and communications.

Information technology and communications are of critical importance to
Pacific Communities both in New Zealand and overseas. Thank you again for
the chance to participate in the conference.

Warm Pacific greetings

Hon Luamanuvao Winnie Laban
Associate Minister for Pacific Island Affairs

APPENDIX D – FEEDBACK FROM SOME ATTENDEES

Pacific Islands Chapter
www.picisoc.org   Internet Society

The internet is for everyone

Mr Keith Davidson,
Executive Director
Internet NZ
Wellington
New Zealand
4th April 2006.

Dear Keith,

<u>RE: ICANN Wellington Conference</u>

This is a short note to congratulate Internet NZ on a very well organised ICANN conference, and to offer our thanks for the great hospitality and goodwill offered by yourself and the organising team at large.

ICANN Wellington was a great opportunity for Pacific Islanders to experience how decisions which affect and involve the Internet are made, as well an opportunity to interact with the global Internet community. Indeed many contacts were made and friendships established, which we hope in the years to come, will be of great benefit to, and used for the greater good of, the Pacific community.

The conference facilities (and the social functions around it) were exemplary and well organised, and the ICANN Bar was the perfect environment to interact informally with other delegates in a relaxed manner.

Once again, congratulations on a job well done, and I look forward to continue working with your good self and InternetNZ to help build a better Internet that can be enjoyed by all.

For and on behalf of the Pacific Islands Chapter of the Internet Society,

Rajnesh D. Singh
Chairman

chair@picisoc.org
rajnesh.singh@gmail.com

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Communications Trust

Report on Pasifika-IT Day – Held March 31, 2006

April 7, 2006

Summary:

The Pasifika IT Day, held 31 March 2006, was a success. Positive comments were bountiful during the day and in the evaluation sheets. Public coverage included the Scoop web site, Beehive and Ministerial Web Sites, PICISOC News Lists and Islands Business. Additional coverage is expected in Computerworld of April 10 or 17 and a future edition of Islands Business.

There were more than twenty speakers from New Zealand, the Pacific, the US and the UK.

More than seventy people attend some or all of the event. Notable among them were:
- Hon Luamanuvao Winnie Laban, Minister for Community and Voluntary Sector and Associate Minister of Pacific Island Affairs in New Zealand
- The Ulu (Prime Minister) of Tokelau
- The President of the Pacific Island Chapter of the Internet Society
- The President & the CEO of InternetNZ
- The President of the Internet Society
- The Chairman of UNESCO's Information for All (IFAP) program.

Sponsors were also represented and received thanks at regular intervals. A screen of sponsor's logos was also displayed prominently before the start of the meeting and at breaks.

The web site, www.pasifka-it.com, received more than 750 visits during March, most in the week preceding the meeting. Most of these were from the ICANN web site with a few coming from the Beehive site. Copies of presentations were available on the web site within days. The web site will remain for at least one year.

More than thirty evaluation sheets were received. Jonny Martin and Don Hollander received first equal scores of 8.75. Venue, Food and Organisation received scores of 9.16, 9.00 & 8.79 respectively. Northern hemisphere speakers were rated poorest.

Financial support was received from InternetNZ, UNESCO NZ, Ministry of Economic Development, Patara Communications (Fiji) and CSL (Samoa). 2020, i2 and Book Haven underwrote the event. Speaker gifts and promotional material was received from GKP.

Don Hollander
Chair 2020
Event Organizer

PO Box 20 020
Wellington South
Email: 2020@i2.org.nz

.nzregistry
services

NEW ZEALAND DOMAIN NAME REGISTRY LIMITED

20 April 2006

Colin Jackson
President
InternetNZ
PO Box 11 881
Wellington

Dear Colin

Re : ICANN

At the Board teleconference meeting today, the NZRS Board received the enclosed report from the General Manager Nick Griffin on his assessment of the benefits to NZRS of its sponsorship and participation in last month's ICANN meeting in Wellington. The Board resolved that a copy of the report be provided to InternetNZ.

There was total agreement within NZRS that our sponsorship was beneficial, and also that all of us who attend various ICANN meetings and functions found them very informative. It was an invaluable opportunity for us all to meet members of the wider Internet, ccTLD registry and registrar community, and we will be following through on the technical and business opportunities identified and the relationships formed.

The Board also requested that congratulations be passed onto InternetNZ for hosting such a successful ICANN meeting. We all heard excellent comments from participants as to the quality of the Wellington event. That success was due to an enormous amount of hard work and attention to detail by all the InternetNZ personnel involved, and you've created a hard act for future ICANN meetings to follow.

NZRS appreciated the opportunity to be part of such a successful ICANN meeting.

Yours sincerely

(Original Signed)

Anne Urlwin
Chairman

Cc : Keith Davidson, InternetNZ Executive Director