| Thursday, 9 May | |
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| **Time** | **Session** |
| 09:00 - 09:15 | **Welcome & Introduction (15 mins)**<br>*Graeme Bunton, DNS Abuse Institute & ICANN Speaker* |
| 09:15 - 09:45 | **Enforcing the new contractual amendments (30 mins)**<br>*Presentation from ICANN Compliance* with an opportunity to provide feedback. |
| 09:45 - 10:15 | **Open discussion: Most pressing concerns and challenges on DNS Abuse (30)**<br>Facilitated by: *Graeme Bunton, DNS Abuse Institute*<br>Registry and registrar operators are invited to share their most pressing concerns and challenges on DNS Abuse to help shape the day and future events. |
| 10:15 - 10:30 | **Coffee Break (15 mins)** |
| 10:30 - 12:00 | **Case studies and lessons learnt from challenging DNS Abuse Reports (90 mins)**<br>*Various Speakers TBC*<br>A deep dive into case studies from registrars and registries when they have faced difficult challenges in dealing with a report of suspected abuse, and a conversation about lessons learnt, advice they would give themselves in hindsight. |
| 12:00 - 12:30 | **Abuse Reporting Formats (30 mins)**<br>*Graeme Bunton, DNS Abuse Institute*<br>Working session to discuss a proposed format for abuse reports, including fields and formats, and minimum requirements. |
| 12:30 - 13:30 | **Lunch (60 mins)** |
| 13:30 - 13:45 | **Guidelines for Enhanced Trust and Usability in DNS (15 mins)**<br>*Pitinan Kooarmornpatana, ICANN*<br>Reducing DNS abuse in all gTLDs, regardless of language or script, is critical to building a trusted domain name marketplace and a more digitally inclusive Internet. In this session attendees will learn how implementing version 4.1 of the IDN Guidelines helps achieve this goal and enhances the usability and security of domain names. |
| 13:45 - 14:30 | **Anatomy of a Phish (45 mins)**<br>*Graeme Bunton, DNS Abuse Institute*<br>What attributes can we use to identify phishing? How does it differ from other similar types of harm online? Where does smishing fit in? This session is intended to create a framework of questions to ask to identify what is and is *not* phishing. |

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| **14:30 - 16:00** | **Contracted Parties Discussion on anti-DNS Abuse next steps (90 mins)**<br>*Ashley Heineman - GoDaddy, Chair of the Registrar Stakeholder Group; Sam Demetriou - Verisign, Chair of the Registries Stakeholder Group*<br><br>Registries and Registrars to discuss possible strategic options for future DNS abuse related work that involves the broader ICANN community.<br><br>RrSG and RySG Chairs to lead a discussion amongst contracted parties on community wide expectations post RA and RAA DNS abuse amendments and consider possible next steps.<br><br>**CLOSED SESSION: Please note this session is closed to ICANN Contracted Parties (registries and registrars) only.** |
| **16:00 - 16:30** | **Wrap up and closing remarks (30 mins)**<br>*Graeme Bunton, DNS Abuse Institute & ICANN Speaker*<br>Includes an open call for ideas on  future events, outputs, activities etc. that would help the community to combat DNS Abuse. |
| **16:30** | **Close** |