

Nominet's board of directors met on 10 February 2004.

### **Meetings with Members**

The Board considered the feedback from the member meeting programme, which most participants seem to regard as a success. They were pleased to note that the vast majority of members and tag holders were very happy with Nominet and have good trust and confidence in the Board, the management team and the staff. Many view Nominet as a key supplier and do not wish to participate more than they do at present.

There was good support for the many recent changes, technical and service excellence strategies, positive renewals, the introduction of policy working groups, the planned introduction of both EPP and web based tag holder systems and the continuation of the member lunch programme.

Feedback regarding the role of the tag holder, accreditation and pricing will be considered further by the Board and the Board agreed to ask the PAB to re-consider Nominet policy regarding variable registration periods.

Recommendations were agreed proposing the introduction of technical workshops as part of the AGM programme, that the executive team should be able to inform non-steer discussions and that it should be easier to respond to consultation requests, together with a series of other minor recommendations that will be implemented by the executive team.

### **New SLD Policy & Procedure**

The board agreed the final version of the document, which will be published shortly on the web site. The executive team will now work towards identifying a suitable secretariat and panel members prior to the launch of the process.

### **Policy Advisory Board Recommendations**

The board accepted the recommendation of the PAB to begin a consultation on changes to the Dispute Resolution Service. A consultation will also start on changes to the registration Terms & Conditions, and the board noted the PAB's comments in respect of the consultation paper.

### **Communications Team**

The board welcomed the appointment of Nick Soulsby as Nominet's new Communications Manager.

## **Operational Matters**

The board congratulated the staff in completing the final mailing of the detagged domain reminder letters. The backlog will have been cleared by 30 April.

The board noted the progress in getting the Tag Change turnaround time down to 8 days. The target is still to get this down to 2 days by end of March.

## **Operational Reports**

There were 2,770 active members as at 1 February 2003. During January, 20 new members were added and 12 members resigned. There were 3,451 active tags. 95,267 new registrations were made and 94,772 renewals were invoiced.