

I C A N N 4 7



Contractual Compliance

# At-Large Multi-stakeholder Policy Roundtable



Monday, 15 July 2013



# 4 — Knowledge-sharing to explore and discuss...

1. *The range of consumer and public interest **concerns** in relation to the new gTLD program; and*
2. *The adequacy of policies and mechanisms that have been developed to address these concerns...*

# 47 — Consumer & Public Interest Concerns...

- Enforcement of Public Interest Commitments
- Registry Operations Failure
- Consumer Trust and Consumer Choice Metrics

# 47 Enforcement of Public Interest Commitments

## Dispute Resolution Provider (“DRP”)

- Specification 11, Section 2
- Mandatory 30-day informal resolution period from complaint submission into ICANN’s system to complaint filing with Dispute Resolution Provider (DRP)
- Basic validation of legitimacy of the complaint
- Attempt to resolve the dispute informally before filing with DRP

# 47 Enforcing Public Interest Commitments

## Direct ICANN Involvement

- Specification 11, Section 1 & 3
- Formal ICANN Audit
- Complaint intake – informal resolution process
- Enforcement of PICs-DRP decision

# 4 — Policies and Mechanisms to Address Registry Failure Concerns

To eliminate the risk of harming the security and stability of the TLD

- Emergency Interim Registry Operator (“Emergency Operator”)
  - Article 2.13 & Specification 10
  - Applies to all registry operators
  - Voluntary and Involuntary failures
  - Interim operations by an Emergency Operator until a decision is made that the original registry operator is able to resume operations

# Consumer Trust, Consumer Choice Metrics

Code	SO-AC	Measure of Consumer Trust, Choice, and Competition	Data Owner	ICANN ST	Source	Measure today?
CT	GNSO	[1.6] Relative incidence of breach notices issued to Registry operators for contract or policy compliance matters. All breach-related notifications should be counted.	ICANN	Compliance	ICANN	Yes
CT	GNSO	[1.7] Relative incidence of breach notices issued to Registrars, for contract or policy compliance matters. All breach-related notifications should be counted.	ICANN	Compliance	ICANN	Yes
CT	GNSO	[1.8] Relative incidence of Registry & Registrar general complaints submitted to ICANN's Internic System.	ICANN	Compliance	ICANN	Yes
CT	GNSO	[1.20] Quantity and relative incidence of complaints regarding inaccurate, invalid, or suspect WHOIS records in new gTLD.	ICANN	Compliance	ICANN	Yes
CT	ALAC	[4.5] Numbers of complaints received by ICANN regarding improper use of domains	ICANN	Compliance	ICANN	No
CT	ALAC	[8.1] How many complaints are received by ICANN related to confusion or misunderstanding of TLD functions	ICANN	Compliance	ICANN	No
CT	ALAC	[8.2] How many registries are subject to Compliance activity based on reported breaches of RAA	ICANN	Compliance	ICANN	Yes
CT	ALAC	[8.3] How many registries have been the subject of complaints related to their Public Interest Commitments (PICs)	ICANN	Compliance	ICANN	No

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Thank you

