Implementation Advisory Group for Competition, Consumer Trust and Consumer Choice (IAG-CCT) - Draft Report: 18 June 2014

See
- [Agenda](#), [Recording](#), [AC Recording](#), [Transcript](#), [Chat](#)
- Additional meeting information available on the [IAG-CCT wiki](#)

1. Welcome and Action Items
- The roll call was held.
- The [Action Items](#) were reviewed.

2. Metrics Update: Eleeza Agopian
- Compliance uses a number of different types of code to categorize why as to why a complaint that is valid or not.
- The issue of categorizing data for 5.2, 5.3, and 5.4 was discussed.
- Establishing metrics for 6.2 will be difficult as the data collected for this metric will vary from organization to organization. The group reached consensus that this metric be set aside because of the inability to collect the data in a relevant form.
- Finding information on 8.3 proved difficult, but Staff will look into the issue further.
- The group noted that there are a number of metrics related to failed registrations, specifically pre‐registrations converted to real registrations. Moreover, this data will need to be requested directly from registrars.
- The group decided that 2.6 should measure the quantity of registrations using IDN scripts in the new gTLD program.

3. Next Steps: London
- The overall report will be generally discussed in London.

4. Any Other Business
- There was no other business.

5. Close
- The meeting was closed.