Metrics Collection Memo:

I.   Comprehensive gTLD Data File Update Methods:

Each month ICANN staff updates a master document compiling information about delegated new gTLDs updated with the following information: Applicant Name, Registry Service Provider, Parent Company, Registry Operator, Legal Regime, Region, Delegation Date, if it is an IDN, the U-Label, Translation, Script, Language, Country of General Notice Address, and Region of General Notice Address. The following provides a breakdown of how each piece of information is collected:

- Applicant Name: This information is collected from the application status page published on the [ICANN New gTLD Website](). It is located on Application Details Page under the heading "Applicant."
- Registry Service Provider: This information is collected from the application status page published on the [ICANN New gTLD Website](). This information is found as the answer to Question 23 under the heading "Registry Services."
- Registry Operator: This information is collected from the [posted Registry Agreements (RA) on ICANN](). It is found in the opening section of the RA.
- Legal Regime: This information is collected from the [posted Registry Agreements (RA) on ICANN](). It is found in the opening section of the RA.
- Legal Region: These regions are taken from the [ICANN Geographic Regions list]().
- Delegation Date: This date is taken from the [Delegated Strings gTLD List]() on the New gTLDs Page.
- IDN: This information is collected from the application status page published on the [ICANN New gTLD Website](). This information is found as the answer to Question 13 in the application.
- U-Label: This information is collected from the application status page published on the [ICANN New gTLD Website](). This information is found as the answer to Question 13 in the application.
- Translation: This information is collected from the application status page published on the [ICANN New gTLD Website](). This information is found as the answer to Question 14(b) in the application.
- Script: This information is collected from the application status page published on the [ICANN New gTLD Website](). This information is found as the answer to Question 14 (d) in the application.
- Language: This information is collected from the application status page published on the [ICANN New gTLD Website](). This information is found as the answer to Question 14(c) in the application.

- Country of General Notice Address: This information is collected from the [posted Registry Agreements (RA) on ICANN](). It is found in section 7.9, under "If to registry operator, addressed to:"
- Region of General Notice Address: These regions are matched to countries as listed under the [ICANN Geographic Regions list]().

The following sections look at the collection of data for specific metrics. For each metric a brief outline of the sources and collection method is provided. The following metrics are those recommended by the ICANN community and approved by the ICANN board for collection.

II. Compliance Metrics Update Methods:

- 1.6: Notices of Breach Issued to Registry Operators
    - This information can be found in the '[Contractual Compliance Annual Report]()' under the 'Registry Complaint Type Volume' section, in the box labeled 'Formal Notices' with the title 'Volume Breach'
- 1.7: Notices of Breach Issued to Registrars for Contract or Policy Compliance Matters
    - This information can be found in the '[Contractual Compliance Annual Report]()' under the 'Registrar Complaint Type Volume' section, in the box labeled 'Formal Notices' with the title 'Volume Breach'
- 1.8: Registry & Registrar General Complaints
    - The Registrar information can be found in the '[Contractual Compliance Annual Report]()' under the 'Registrar Complaint Type Volume' section under 'Total Complaints Processed'
    - The Registry information can be found in the '[Contractual Compliance Annual Report]()' under the 'Registry Complaint Type Volume' section under 'Total Complaints Processed'
    - Note: Prior to 2014, there was no consolidated platform to collect data on Registry Complaints.
- 1.20: Complaints Regarding Inaccurate, Invalid, or Suspect WHOIS Records
    - This information can be found in the '[Contractual Compliance Annual Report]()' under the 'Registrar Complaint Type Volume' section under 'Total Complaints Processed' The following are the types of WHOIS complaints recorded from the '[Contractual Compliance Annual Report:]()'
        - WHOIS Format
        - WHOIS Inaccuracy
        - WHOIS Quality Review
        - WHOIS SLA
        - WHOIS Unavailable
- 8.3: Registries that Have Been the Subject of Public Interest Commitments (PICs)- Related Complaints to ICANN
    - This information is gathered from ICANN databases on a yearly basis.

- 8.4: Registries Losing a Dispute Resolution Procedure Related to PICs
  - This information is gathered from ICANN databases on a yearly basis.
- 4.5: Number of Complaints Received by ICANN Regarding Improper Use of Domains
  - ICANN staff complied a list of codes used to identify types of complaints submitted to ICANN compliance staff, that would then be used to collect data about the improper use of domains. The following are the codes approved by the IAG-CCT to be included for collection in this metric:
    - Illegal Activity
    - Legitimate Domain Use
    - Website Content
    - Hijacking (email or control panel)
    - Denied ok- Evidence of Fraud
  - Using this list of codes, the ICANN compliance team collects the number of complaints and sends reports on a monthly basis. These results are then parsed into their related codes and totaled.
    - Note: The totals of *all* complaints from across the above-listed categories are published online.
- 8.1: Number of Complaints Received by ICANN Related to Confusion or Misunderstanding of TLD Functions
  - ICANN staff complied a list of codes used to identify types of complaints submitted to ICANN compliance staff, that would then be used to collect data related to confusion or misunderstanding TLD functions. The following are the closure codes approved by the IAG-CCT to be included for collection in this metric:
    - ccTLD
    - Complaint outside of scope
    - ICANN not a register
    - Not applicable to this TLD (Invalid)
    - Private dispute
    - Reseller/ WebHosting
    - Spam
    - Website Content
    - Blocked SLD Confirmed (Invalid)
  - Using this list of codes, the ICANN compliance team collects the number of complaints and sends reports on a monthly basis. These results are then parsed into their related codes and totaled.
    - Note: The totals of *all* complaints from across the above-listed categories are published online.

III. Registries Metrics Update Methods:

- 2.4: TLDs Using IDN Scripts

- o Using the collected information about the languages and scripts in the Comprehensive gTLD Data File. The totals of each language and script are totaled automatically when the file is updated.
- 3.1: Quantity of TLDs
  - o This metrics requires totaling newly delegated gTLDs, newly delegated ccTLDs, legacy TLDs, and legacy ccTLDs. The baseline number of TLDs and ccTLDs in the root zone prior to October 2013 is 306. This number is added to the increasing number of gTLDs and ccTLDs which are gathered from the internal ICANN wiki.
  - o Note: This metric defines the following as legacy gTLDs: COM, NET, ORG, AERO, ASIA, MUSEUM, XXX, PRO, CAT, MOBI, JOBS, COOP, NAME, BIZ, INFO, TEL, TRAVEL, POST
- 3.2: Quantity of gTLDs
  - o This is the sum of newly delegated gTLDs and the baseline quantity of legacy gTLDs.
  - o Note: This metric defines the following as 'legacy' gTLDs: COM, NET, ORG, AERO, ASIA, MUSEUM, XXX, PRO, CAT, MOBI, JOBS, COOP, NAME, BIZ, INFO, TEL, TRAVEL, POST
- 3.3: Unique gTLD Registry Operators
  - o This is the total number of unique registry operators as collected from Registry Agreements.
  - o Note: The term "Registry Operator" refers to the entity, which has signed the registry contract with ICANN. A registry operator is also responsible for providing registry services, some or all of which may be outsourced. A "Unique Registry Operator," however, is considered as one that does not operate a delegated gTLD.
- 3.4: Unique gTLD Registry Service Providers
  - o This is the total number of Registry Service Providers determined from the information collected on each gTLD and the legacy TLDs from Question 23 in the application.
  - o Note. The term 'Registry Service Provider' refers to an entity providing certain technical operations for a Registry Operator. This term is not meant to include an Emergency Back End Registry Operator (EBERO). A 'Unique Registry Service Provider,' however, is one that is not already providing registry services to a delegated gTLD.
- 3.6: New gTLDs Operated by 'New Entrants'
  - o This information is gathered from the total number of gTLDs and calculates the number of gTLDs run by legacy registry operators and subtracts it from the total of newly delegated gTLDs.
- 7.1: Registry Privacy Policies
  - o Baseline Data Collection: The website for each legacy registrar was visited and searched for publication of the registry privacy policies. It was then noted whether or not this information was available. If

available, the link to the page containing this information was recorded.
- o Post-Expansion Data Collection: To be determined. Due to the large number of new Registries, ICANN staff is currently working on developing methods to efficiently and accurately collect this information.
- 7.2: Registry Allocation Policies
  - o Baseline Data Collection: The website for each legacy registrar was visited and searched for the publication of the registry allocation policies. It was then noted whether or not this information was available. If available, the link to the page containing this information was recorded.
  - o Post-Expansion Data Collection: To be determined. Due to the large number of new Registries, ICANN staff is currently working on developing methods to efficiently and accurately collect this information.
- 7.3: Registry Codes of Conduct
  - o Baseline Data Collection: The website for each legacy registrar was visited and searched for the publication of the registry codes of conduct policies. It was then noted whether or not this information was available. If available, the link to the page containing this information was recorded.
  - o Post-Expansion Data Collection: To be determined. Due to the large number of new Registries, ICANN staff is currently working on developing methods to efficiently and accurately collect this information.

IV. Registrar Metrics Update Methods:

- 2.5: Registrar Websites Offering Internationalized Domain Name (IDN) Scripts at the Second Level
  - o This information is collected from a list published by [Verisign](#).
  - o Note: Not all registries publish a list of registrars offering IDN registrations, but Verisign does.
    - This list is one that includes registrars "offering local language domain names"
- 3.5: Quantity of Registrars
  - o This total is determined from internal ICANN reports, which list the number of registrars by year.
  - o Once a year in September the total determined from the list of accredited registrars [published by ICANN](#)

V.   Domain Name Registration Metrics Update Methods:

The following are metrics collected by ICANN's Technical Services Team:

- 2.6: Registrations in IDN TLDs as Compared to the Total Number of Registrations in New gTLDs
- 2.9: Relative Share of Domain Names in New gTLDs Existing in Legacy TLDs Prior to Expansion
- 2.11: Jurisdictions Where New gTLD Registrants are Located
- 3.8: 'Unique' Second Level Registrations in the New gTLD Space
- 4.4: Percentage of Non-Resolving Domains

The team uses Bulk Registration Data Access (BRDA) Files to collect the specific data requested for each metric.

VI.   Domain Name Navigation Metrics Update Methods:

- 9.3: Reports of Name Collisions
  - TBD. ICANN's Technical Services team is compiling data for this metric.

VII.   Rights Protection Mechanisms Metrics Update Methods:

- 1.9.a: Filed UDRP and URS Cases Against Registrants
  - These statistics are collected from each arbitration provider's database. The methods used to collect from each provider are detailed below:
    - UDRP:
      - Asia Domain Name Dispute Resolution Centre
        - Using the UDRP Decisions page, filter by Dispute Case ID
          - An example of the Dispute Case IDs is CN-0200001
            - The first two letters are the office where the case took place- "CN"
            - The first two numbers are the year in which the case took place- "02"
            - The last five numbers are the case number-"00001"
        - The data is copied to an excel file.
        - To get specific dates pertaining to the case one must look at the case decision report and locate the "Procedural History" section.
      - National Arbitration Forum

- o Using the [Search Decisions Page](), select rule set "UDRP."
- o Then highlight the data table and transfer to Excel.
  - ▪ Note: Some data manipulation is needed to allow for filtering data.
- • WIPO
  - o Using the [WIPO Index of UDRP Panel Decisions]() search using the 'domain name categories,' checking only one category per search.
    - ▪ Note :For the 'Industry and Commerce Section' searches can only be done by checking each individual subcategory
  - o Highlight the data table and transfer to Excel.
    - ▪ Note: Some data manipulation is needed to allow for filtering data
- • The Czech Arbitration Court Arbitration Center for Internet Disputes
  - o Use the [UDRP Disputes Index]() Page
  - o Highlight the data table and transfer to Excel.
    - ▪ Note: Some data manipulation is needed to allow for filtering data
- • Arab Center for Dispute Resolution
  - o As of 2/10/16 the Panel Decisions page remains blank.
  - o ICANN has contacted to ACDR but received no response.
- ▪ URS:
  - • Asia Domain Name Dispute Resolution Centre
    - o Using the [URS Decisions]() page filter by Dispute Case ID
      - ▪ An example of the Dispute Case IDs is HKS-1400001
        - • The first two letters are the office where the case took place- "HKS"
        - • The first two numbers are the year in which the case took place- "14"
        - • The last five numbers are the case number-"00001"
    - o Copy the data to an Excel file.
    - o To get specific dates pertaining to the case, look at the case decision report and locate the "Procedural History" section.

- o To determine if a case was a default or final decision, access the decision report and locate the "Procedural History" section.
- National Arbitration Forum
  - o Using the [Search Decisions Page](#), select Rule set "URS."
  - o Then highlight the data table and transfer to Excel.
    - Note: Some data manipulation is needed to allow for filtering data.
- 1.9.b: Combined UDRP and URS Complaints to ICANN
  - o The UDRP information can be found under the 'Registrar Complaint Type Volume' section in the 'Contractual Compliance Annual Report'
  - o The URS information can be found under the 'Registry Complaint Type Volume' section in the 'Contractual Compliance Annual Report'
- 1.10: Combined UDRP and URS Decisions Against Registrants These statistics are collected form each arbitration provider database. The methods used to collect from each provider are detailed below:
  - o UDRP:
    - Asia Domain Name Dispute Resolution Centre
      - Using the [UDRP Decisions](#) page, filter by Dispute Case ID.
        - o Dispute Case ID example: CN-0200001
          - The first two letters are the office where the case took place- "CN"
          - The first two numbers are the year in which the case took place- "02"
          - The last five numbers are the case number-"00001"
      - Copy the data to an Excel file.
      - To get specific dates pertaining to the case, look at the case decision report and locate the "Procedural History" section.
    - National Arbitration Forum
      - Using the [Search Decisions Page](#), select Rule set "UDRP."
      - Then highlight the data table and transfer to Excel.
        - o Note: Some data manipulation is needed to allow for filtering data.
    - WIPO
      - Using the [WIPO Index of UDRP Panel Decisions](#) search using 'domain name categories,' checking only one category per search.
        - o Note: For the 'Industry and Commerce Section' searches can only be done by checking each individual subcategory.

- Highlight the data table and transfer to Excel.
  - Note: Some data manipulation is needed to allow for filtering data
- The Czech Arbitration Court Arbitration Center for Internet Disputes
  - Use the [UDRP Disputes Index](#) Page.
  - Highlight the data table and transfer to Excel.
    - Note: Some data manipulation is needed to allow for filtering data.
- Arab Center for Dispute Resolution
  - As of 2/10/16 the Panel Decisions page remains blank.
  - ICANN has contacted to ACDR but received no response.
- URS:
  - Asia Domain Name Dispute Resolution Centre
    - Using the [URS Decisions](#) page filter by Dispute Case ID.
      - Dispute Case ID example: HKS-1400001
        - The first two letters are the office where the case took place: "HKS"
        - The first two numbers are the year in which the case took place: "14"
        - The last five numbers are the case number: "00001"
    - Copy the data to an Excel file.
    - To get specific dates pertaining to the case, look at the case decision report and locate the "Procedural History" section.
    - To determine if a case was a default or final decision, access the decision report and locate the "Procedural History" section.
  - National Arbitration Forum
    - Using the [Search Decisions Page](#), select Rule set "URS."
    - Highlight the data table and transfer to Excel.
      - Note: Some data manipulation is needed to allow for filtering data.
- 1.12: Registry Restrictions Dispute Resolutions Procedure (RRDRP) Decisions
  - The National Arbitration Forum Database is used to determine how many RRDRP decisions have been made.
  - Using the [Search Decisions Page](#), select Rule set "RRDRP" and count the total number of cases.
- 2.8: Share of Sunrise Registrations and Domain Blocks to Total Registrations in Each TLD
  - Using the Trademark Clearinghouse reports and the total registration reports collected from Bulk Registration Data Access (BRDA) files

collected by ICANN's technical services team are merged, parsed, and compared to each other.