

Subject: Report on Consumer Trust sub-team

Date: Wednesday 1 June 2016 at 12 h 02 min 16 s Central European Summer Time

From: Kapin, Laureen

To: Jonathan Zuck, Alice Jansen

Hi Jonathan and Alice,

Drew is traveling and will not be able to provide an update. Here's a quick summary of our last call. Alice, please feel free to add to this if I've missed something.

A. PRESENTATIONS

We continued presentations of our articles and resources that relate to consumer trust issues. Last week's presentations included:

1. Knujon March 2016: Internet Limbo Report Concerning Issues of Consumer Trust on the Internet/ Fabro Stiebel
2. Consumer Awareness Summary/ Carlton Samuels
3. Notice and takedowns in everyday practice - Calvin Browne
4. APWG Phishing Attack Trends Reports/ Gao Mosweu
5. Compliance-related metrics/ Laureen Kapin

If Carlton, Fabro, Calvin, and Gao are on the call, you can ask them for a two-sentence summary. Re: compliance metrics, there is a wealth of data maintained by ICANN Compliance. This data shows the number and subject matter of complaints to ICANN, among other things and will be a very useful resource.

B. READING LIST

We asked folks to select 5-6 articles each from the remaining items in our reading list with a goal of completing the readings by our DC meetings. We've now completed the selections and also sent along a useful template to assess the article or resource for how or whether it will be useful for our consumer trust inquiries.

C. NEW DATA REQUEST

Drew and Laureen discussed a new request for a DNS Abuse Data source. Drew has suggested gathering the zone files for all gTLDs so we can compare the levels of domain abuse in legacy gTLDs with new gTLDs. This could be a very rich source of data. The subteam supported this request and we have begun drafting a statement of work.

D. LOTS MORE TO DO

I emphasized that we have a lot of material to digest before our DC meeting and requested that everyone dig in and pitch in.

I hope this is useful.