

## SUB TEAM QUESTIONS FOR REGISTRARS – 29 SEPTEMBER 2016

### Reduced list (from Kurt):

- To assist us in understanding the effectiveness and potential effects of the TM Claims period:
  - what percent of registrations during the claims period resulted in claims notices being sent?
  - what is the rate of cart abandonment for new gTLDs when a potential registrant is exposed to a TM Claims Notice?
  - what is the rate of cart abandonment when a potential registrant is not exposed to a TM Claims Notice during the Claims period?
  - what is the rate of cart abandonment after the TM Claims Notice period?

[ALTERNATIVE (following question from Kristine): What is the cart abandonment rate for all TLDs (new and legacy) measured outside of the Claims period?]

- Regarding TM+50 claims:
  - How many notices were issued?
  - What percent resulted in abandoned registrations?
- What percent of attempted Sunrise registrations:
  - were denied because the name was reserved or blocked?
  - were abandoned?
- Do you have any comments regarding Sunrise or Claims that you want this group to consider?

### Previous list:

- Are you accessing data and records in the TMCH for purposes other than obtaining information necessary for the provision of sunrise and claims services in accordance with ICANN's user manuals and technical requirements (see <https://newgtlds.icann.org/en/about/trademark-clearinghouse/registries-registrars>)?
- The Analysis Group's Draft Report on the TMCH seemed to show a high number of Claims Notices issued resulting in a low number of actual consequent registrations. However, the Analysis Group's data did not include a breakdown of Claims Notices by registrar. Can you provide us with the number of Claims Notices sent by each of your accredited registrars for each new gTLD for which they sold registrations?
- To assist us in understanding whether and how the existence and duration of the TM Claims period may have contributed to the low number of registrations, can each

registrar tell us what is the rate of cart abandonment for new gTLDs when a potential registrant is exposed to a TM Claims Notice in comparison with the rate following the end of the Claims period? How do those numbers compare to [legacy] gTLDs?

- Do you have any evidence to suggest why so many potential registrants apparently do not proceed further with a registration when they receive a TM Claims Notice?
- What would you like to see improved about the Claims Notice that you believe will:
  - assist legitimate users to move forward with registrations and why?
  - deter cyber squatters and other so-called “bad actors” from proceeding further with the registration process?
  - Or, is there any data or specific information you have that can help inform the Working Group’s deliberations on this topic? Include feedback from registrants.
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- Can you describe the timing for which a Claims Notice is displayed to a potential registrant? Are there Potential Registrants who would not see a TM Claims Notice in realtime?
- How many TM+50 claims notices were issued? How many resulted in abandoned registrations?