



# Contractual Compliance and Consumer Safeguards

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## Contractual Compliance matters...a lot

*“ICANN’s legitimacy and the credibility of its multistakeholder model depend in large part on ICANN org’s enforcement of its contracts with registries and registrars. If we perform these obligations poorly, we lose the community’s trust in our commitment to ensure the stability and security of the DNS; to faithfully implement the community’s policies; and to enforce our agreements. In order to carry out ICANN’s mission, we must have a robust contractual compliance function.”*

## Consumer Safeguards mission:

*“We must also demonstrate a commitment to safeguarding the interests of consumers in the domain name space. This means ensuring awareness and understanding of the safeguards that exist, facilitating discussion of additional safeguards that might be helpful, and distinguishing between potential safeguards that are within and outside of ICANN’s remit.”*

# Community Ad Hoc Working Group Proposal

Establish informal mechanism for ongoing community discussion regarding contractual compliance and consumer safeguards matters

- Open and transparent dialogue should help build awareness and community-wide understanding
- Identify ways for the organization to strengthen its performance of these functions
- Community-wide participation is key

Questions for community

- Helpful?
- How to structure so that it can be productive?
- Calls and meetings schedule?

- What are your concerns with ICANN Contractual Compliance?
- What improvements do you think are needed?
- What would you like the Consumer Safeguards director to focus on primarily?
- What new initiatives should we undertake (consistent with the new Bylaws)?
- What else?