NCPH Compliance Session

Locating Compliance Metrics on ICANN Website
ICANN Contractual Compliance Dashboard

https://features.icann.org/compliance
ICANN Compliance Yearly Reports

https://www.icann.org/resources/pages/compliance-reports-2016-04-15-en
Competition, Consumer Trust and Consumer Choice (CCT) Metrics Reporting

ICANN's Affirmation of Commitments mandates that it review the New gTLD Program in terms of competition, consumer trust, and consumer choice (CCT). The ICANN community recommended a list of metrics and definitions that would inform this review and the ICANN board approved these metrics. ICANN staff is responsible for collecting data necessary to produce these metrics, which will be part of the recurring CCT review.

This webpage serves as a central reporting space for CCT metrics. Each metric includes the number it was assigned by the community in its recommendations [DOCX, 105 KB].

Not all approved metrics are included here, as some were incorporated into other efforts. In 2015, ICANN commissioned and published findings from several efforts at capturing metrics related to competition, consumer choice and consumer trust, including a consumer survey, registrant survey and an economic study. In 2016, a second consumer survey explored the same issues of consumer choice and trust, in an effort to determine if attitudes had changed one year later. Some, but not all, metrics include information about the period prior to the introduction of the first new gTLDs in October 2013, and will serve as a baseline of comparison for future data. These metrics include a footnote indicating which period of the data is considered part of the baseline.

ICANN will update the metrics as new data becomes available. The update schedule is noted next to each metric.

View Metrics by Category

- Compliance
  - 1.6 Notices of Breach issued to registry operators

https://www.icann.org/resources/reviews/cct/metrics