

GNSO Public Council Meeting



Presentations by Stakeholder Groups and Constituency Leaders (50 minutes)

- + Registries Stakeholder Group – Keith Drazek
- + Registrars Stakeholder Group – Matt Serlin
- + Non Commercial Stakeholder Group – Robin Gross
- + Non Commercial Users Constituency (NCUC) – Bill Drake
- + Commercial and Business Users Constituency (BC) – Elisa Cooper
- + Intellectual Property Constituency (IPC) – Kristina Rosette
- + Internet Service Providers and Connectivity Providers (ISPCP) – Tony Holmes
- + Not-for-Profit Operational Concerns Constituency – Alain Berranger

Item 1 - Administrative Matters (10 minutes)

1.1 Roll Call

1.2 Statement of interest updates

1.3 Review/amend agenda

1.4 Note the status of minutes for the previous Council meeting

1.5 GNSO Projects List & Action items

Item 2 – Opening Remarks from the Chair (10 minutes)

Review focus areas and provide updates on specific key themes / topics

Include brief review of Project List and Action List

Item 3 – Consent Agenda (0 minutes)

To be confirmed

Item 4: MOTION - The Trademark Clearing House "Strawman Solution" (10 minutes)

4.1 Reading of the motion (Milton Mueller)

4.2 Discussion of motion

4.3 Vote

Item 5 MOTION – Policy Concerns Regarding the Registrar Accreditation Agreement (10 minutes)

5.1 Reading of the motion (Wendy Seltzer)

5.2 Discussion of motion

5.3 Vote

Item 6: UPDATE & DISCUSSION - Initiation of a Policy Development Process (PDP) on the Translation and Transliteration of Contact Information (10 minutes)

6.1 Update from staff (Julie Hedlund and Steve Sheng)

Final Issue Report: Translation and Transliteration of Contact Information



What is it about?

- The Final Issue Report addresses three issues associated with the translation and transliteration of contact information per the GNSO Council motion on 17 October 2012:
 1. Whether it is desirable to translate contact information to a single common language or transliterate contact information to a single common script.
 2. Who should decide who should bear the burden translating contact information to a single common language or transliterating contact information to a single common script.
 3. Whether to start a PDP to address these questions.
- Contact information is the information that enables someone using a Domain Name Registration Data Directory Service (such as WHOIS) to contact the domain name registration holder.

An Example: cnnic.net

	Translation	Transliteration
Organization: 中国互联网络信息中心	China Internet Network Information Center	Zhongguo hulianwangluo xinxi zhongxin
Postal address: 北京海淀区中关村南四街四号,北京,10080,中国	4 South 4 th Street, zhongguancun, Haidian District, Beijing 100080, China	Beijing haidianqu zhongguancun nan si jie si hao, beijing, 10080, zhongguo

Recent Developments & Next Steps

- Following public comment on the Preliminary Issue Report, the Final Issue Report has now been sent to the GNSO Council
- Issue is considered within scope and Staff recommends initiation of the PDP, with possible delay of next steps
- Commence study on the commercial feasibility of translation and transliteration systems for contact names, organizations and postal addresses
- GNSO Council to consider whether to initiate the Policy Development Process

Further Information

- Final Issue Report -
<http://gns0.icann.org/en/issues/gtlds/transliteration-contact-final-21mar13-en.pdf>

Item 6: UPDATE & DISCUSSION - Initiation of a Policy Development Process (PDP) on the Translation and Transliteration of Contact Information (10 minutes)

6.2 Discussion

6.3 Next steps

Item 7: UPDATE & DISCUSSION – Final Issue Report on Uniformity of Reporting (20 minutes)

7.1 Presentation of the Report (Berry Cobb)

Uniformity of Reporting – Final Issue Report



Background

- RAPWG Recommendation (2010) - the GNSO Council to explore “need for more uniformity in the mechanisms to initiate, track, and analyze policy-violation reports” (primarily compliance)
- GNSO Council asked ICANN Contractual Compliance to report on existing systems & detail improvements / changes made since the RAPWG Report or foreseen in the near future; identify gaps and any improvements that might be desirable but not foreseen at this stage (2011)
- ICANN Contractual Compliance presented its findings and provided a three-year plan to improve the compliance function (2012)
- RAPWG Alumni Group produced a supplemental report to clarify the WG recommendations on uniformity of reporting (2012)
- GNSO Council requested an Issue Report on this topic (2012)

Assessment

- Contractual Compliance Three-Year Plan
- Implementation of “1,2,3 Model”
 - Escalation path from initiation to resolution (preventative and enforcement)
 - Proper categorization of complaint types and alignment with RAA
- Development of complaint data mart
- 77+ metrics defined across 21 dimensions
- Project to migrate complaint intake system from Internic to icann.org
- Audit Program Initiated (three-year cycle); linked to RAA provisions
- Complaints external to ICANN - lack of access to metrics
- PDP & WG guidelines about metrics

Recommendations

- ICANN Staff recommends to the GNSO Council:
 - No PDP be initiated with respect to this issue
 - Await complete deployment of Contractual Compliance dashboards (presentation layer) and completion of three-year plan; invite Contractual Compliance to report on activities at the ICANN 48 meeting in NOV 2013
 - Form a drafting team to collaborate on methods and/or practices for acquiring other useful metrics that may facilitate the policy development process and better inform the Council.
- Topics to consider:
- Complaint data from contracted parties
 - DNS Abuse metrics (APWG, DDoS, Spam, Cybersquatting, etc..)
 - Other service provider data
 - Other data relating to the new gTLD Program
 - Educational materials
 - Other data internal to ICANN
 - Updates to PDP guidelines as necessary

Most Recent Accomplishments

- Began migration of complaint intake systems to icann.org
- Initial deployment of compliance dashboards to

Contacting ICANN Regarding Contractual Compliance Complaint

Submit a Complaint

Please refer to the table below to address the most common complaints ICANN receives on accredited registrars that may be in violation of the Registrar Accreditation Agreement (RAA) and/or the consensus policies.

"Learn More" links to Frequently Asked Questions on common topics. The "Take Action" column links to the appropriate form to file a complaint or lookup data.

Some complaints are outside of ICANN's scope and authority; for example, unsolicited commercial email, or spam. For this type of complaint, a referral is provided.

Help With?	Learn More	Take Action
Whois Complaints	About Whois Complaints	
Whois Inaccuracy	About Whois Inaccuracy	Whois Inaccuracy Form
Registrar Compliance	About RAA Complaints	Interim Problem Report
Registry Compliance	About Registry Compliance	email to compliance@icann.org
ccTLD Compliance	About ccTLD Compliance	



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ICANN Contractual Compliance Report for October 2012 - February 2013

See detailed contractual compliance metrics by clicking the links below.

Complaint and Enforcement Reports

- **Percentage of Registrars with Complaints by Region**
Includes metrics showing the number of complaints by region and by country.
- **Complaints per Notification Cycle**
See the volume of complaints moving through each notification cycle by ICANN region.
- **Complaints Prevention**
See complaints by category for each month, the distribution of complaints by category, and a complaint count total by ICANN region.
- **Complaint Enforcement**
See the number of enforcement complaints for each month, the distribution of complaint types, and a chart of enforcement complaints by ICANN region.
- **Enforcement Notices**
See a list of specific registrars with enforcement activity and notices.
- **Global Complaint Counts by TLD**
See complaint counts by round and by TLD for each ICANN region.

Complaint Count
October 2012 to February 2013

Prevention: 12,744
Enforcement: 27

% of Registrars with Complaints by ICANN Region



Item 7: UPDATE & DISCUSSION – Final Issue Report on Uniformity of Reporting (20 minutes)

7.2 Discussion of the Report and next steps.

Item 8: UPDATE & DISCUSSION – Policy vs. Implementation (15 minutes)

8.1 Update from Staff (Marika Konings)

8.2 Discussion

8.2 Next steps

Item 9: UPDATE & DISCUSSION – Template to request an Issue Report (10 minutes)

9.1 Discussion (See

<https://community.icann.org/display/gnsoworkgroupres/Issue+Report+Request+Form>)

9.2 Next steps

Item 10: Any other business (5 minutes)

Item 11: Open Microphone



Thank You!

