

## **AGENDA DETAILS:**

### **BACKGROUND**

A workshop in Brussels in June 2010 focused on developing a consumer agenda for ICANN by looking at a number of views and approaches to consumer outcomes including OECD, ISOC, InternetNZ and consumer advocates within the ICANN community. Terms such as Public Interest, Registrant, Internet Users, Consumers and Non-Commercial Stakeholders were discussed.

At the Brussels meeting, ALAC released an Aspirational Registrants Rights Charter

<https://community.icann.org/display/atlarge/raa+wg+a+workspace+for+aspirational+registrant+rights>

Since that Workshop, further progress has been made on a Proposed Consumer Constituency within NSCG and SSAC 44 has been released, A Registrant's Guide to Protecting Domain Name Registration Accounts (05 November 2010) [Executive Summary](#).

The Workshop in Cartagena in December 2010 focused on ICANN's stated commitments in the Affirmation of Commitments to competition, consumer trust and consumer choice. Discussion covered domain name registration and resolution; accountability across all ICANN entities; existing metrics; community role in setting goals; staff role in measuring; SSAC 44, RAA, Aspirational Charter for Registrants. The Transcript of the Cartagena Workshop is posted below.

During Cartagena, the Board developed a resolution which was forwarded to GNSO in January 2011:

#### **Consumer Choice, Competition and Innovation**

Whereas, the area of consumer choice, competition and innovation is one of the strategic areas for ICANN in the 2010 to 2013 strategy plan

<<http://www.icann.org/en/strategic-plan/strategic-plan-2010-2013-19feb10-en.pdf>>

[PDF, 491 KB].

Whereas, ICANN has committed to promoting competition, consumer trust and consumer choice in the Affirmation of Commitments  
<<http://www.icann.org/en/documents/affirmation-of-commitments-30sep09-en.htm>>.

Whereas, if and when new gTLDs (whether in ASCII or other language character sets) have been in operation for one year, ICANN has committed to organize a review that will examine the extent to which the introduction or expansion of gTLDs has promoted competition, consumer trust and consumer choice.

**Resolved (2010.12.10.30), the ICANN Board requests advice from the ALAC, GAC, GNSO and ccNSO on establishing the definition, measures, and three year targets for those measures, for competition, consumer trust and consumer choice in the context of the domain name system, such advice to be provided for discussion at the ICANN International Public meeting in San Francisco from 13-18 March 2011.**

GNSO was not able to meet the deadline given a number of projects already underway but discussed developing Workshop to begin a community-wide discussion on definitions, appropriate measures, measuring processes, targets and outcomes for:

- Competition
- Consumer Trust
- Consumer Choice

This led to the desire to proceed with a Workshop in Singapore.

## **OBJECTIVE OF THE SINGAPORE WORKSHOP**

To discuss the range of perspectives among the community on the work required by ICANN to support two AoC commitments:

3.c "to promote competition, consumer trust and consumer choice in the DNS marketplace"

and more specifically,

9.3 after the first year "to examine the extent to which the introduction or expansion of gTLDs has promoted competition, consumer trust and consumer choice."

Suggested Topics for Contributors

- ICANN relevant definitions of - competition; consumer trust; consumer choice
- Possible Metrics for- competition; consumer trust; consumer choice
- Measurement Tools - currently available; need to be developed.
- Next Steps

## **MODERATOR**

Rosemary Sinclair

## **SPEAKERS**

Jonathan Robinson

Steve del Bianco

John Berard

Tim Ruiz

Paul Syzndler