

## LETTER FROM GNSO TO GAC

Dear Heather

This letter is prompted by the GAC's stated interest in the work being done by the GNSO to define and set metrics related to consumer trust, innovation and competition.

A working group was chartered by GNSO to provide advice to SOs and ACs for their consideration and further advice to the ICANN Board in response to a Board request to SOs and ACs in December 2010 on issues related to Consumer Metrics. Links to relevant documents are provided on the next page.

The Consumer Metrics Working Group has produced a Draft Advice Letter defining the terms "consumer," "consumer trust," "consumer choice" and "competition." The public comment closed on 17 April and the reply comment period continued until 8 May.

GNSO understands that the issues canvassed in the preparation of the Draft Advice are of interest to the GAC. In fact, The Working Group has asked GNSO to advise GAC specifically of progress with the work in the hope that the GAC can provide early input to the Working Group and assist in the preparation of the final Draft Advice.

If the GAC would like to consider this work during the Prague meeting, the GNSO would be pleased to discuss the work during our proposed joint meeting in Prague. Alternatively, members of the Working Group would be available to brief GAC on progress with the work.

The final Draft Advice will come back to GNSO as the Chartering Organisation before being made available to ccNSO, ALAC and GAC for consideration in their individual response to the Board Resolution of December 2010.

GNSO is working to try to have the Draft Advice including all comments and responses available to other SOs and both ACs for their consideration during the Prague meeting or shortly thereafter.

Kind Regards

Stephane van Gelder  
Chair  
GNSO

## Background

The GNSO Council chartered a Consumer Metrics Working Group on 22 September 2011.

The Working Group's goal is to produce advice for consideration by the GNSO, ccNSO, GAC and ALAC, each of whom was asked for advice as part of the Board resolution discussed above.

Each AC/SO may act independently on the Consumer Metrics Working Group's draft advice, and may endorse all, part, or none of the draft advice as it decides how to respond to the Board resolution.

Ultimately, the purpose of this advice is to provide ICANN's Board with proposed definitions, measures, and targets that may be useful to the AoC Review Team that will convene one year after new gTLDs are launched.

One example of the proposed metrics being discussed include measures related to confidence in registrations and name resolutions, such as measuring the percentage of service availability for certain DNS and registration-related systems. Other examples are measures related to confidence that TLD operators are fulfilling promises and adhering to ICANN policies, such as measuring the percentage of availability for certain Registrar services, and measuring the quantity and relative frequency of breach notices, UDRP complaints and URS complaints.

Documents are at:

- [ICANN Board Resolution](#)
- [Working Group Charter \[PDF, 641 KB\]](#)
- [Public Comment Forum](#)
- [Draft Advice Letter \[PDF, 233 KB\]](#)