

Consumer Safeguards

Mission, Ad hoc Working Group & Questions for the Community

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Current Mission Statement & Job Description

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.”

Current Mission Statement & Job Description

Consumer Safeguards Job Description:

- Inventory and discuss consumer safeguards included in agreements with contracted parties, bylaws... etc.
- Facilitate community discussions regarding possible solutions to challenging problems consistent with ICANN's mission, remit and policies.
- Work with community to address abuse and illegal activity.
- Bring parties together to discuss challenges to enhancing consumer trust.
- When consumers face issues outside of ICANN's remit, ensure consumers know where to go.

Community Ad Hoc Working Group

Informal mechanism for community-wide discussion regarding contractual compliance and consumer safeguards issues:

- Open and transparent dialogue to build awareness and community understanding.
- Identify ways for the organization to strengthen its performance of these functions.
- Community-wide participation is key.
- How to structure so that it can be productive?
- Frequency of calls / meetings?
- ICANN 60 – Possible inaugural session?

Questions for Community

- What are your priorities for the new consumer safeguards role?
- Are there particular subject areas to focus on (e.g., DNS abuse).
- What would success look like?
- What is the best way to work with the community?

Contact Information

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