



The Internet Corporation for Assigned Names and Numbers

15 December 2015

Alan Greenberg
Chair, At-Large Advisory Committee

Re: ICANN and Consumer Trust

Dear Mr. Greenberg:

Thank you for your letter dated 2 December 2015 to Fadi Chehadé. I am happy to address the questions you posed regarding consumer trust and its importance at ICANN. Your questions and ICANN's responses are set forth below.

1. Consumer Safeguard Director

Q: ALAC would like to know what the progress is in creating or filling this post of Consumer Safeguards Director. Specifically, has the position been budgeted, defined, and is there a current hiring process?

A: Yes, we are committed to filling this position. We have identified and are engaging with promising candidates, and we are optimistic that will be able to fill this position, or announce that we have settled on a candidate, by the ICANN 55 meeting in Marrakech.

2. Consumer trust as a goal of ICANN's contractual compliance department

Q: We would like confirmation that as per the Contractual Compliance Mission "To preserve the security, stability and resiliency of the Domain Name System and to promote consumer trust," consumer trust is indeed among the primary goals of the department.

A: Yes, ICANN confirms that promoting consumer trust is a key part of the mission statement of our contractual compliance department.

3. Outreach from ICANN's contractual compliance department to ALAC

Q: You noted that in my blog entitled "Community Outreach On Interpretation and Enforcement of the 2013 RAA," I stated that I have held a number of meetings and telephone calls since ICANN 52, including with members of the Registrar Stakeholder Group, representatives of the IPC and intellectual property owners and members of civil society, and you requested that ALAC be included in this consultation.



ICANN

A: I am happy to include ALAC in these consultations and will reach out to you to schedule an appropriate time for discussions.

4. Outreach from ICANN's contractual compliance department to consumer groups.

Q: You noted that when I was asked at ICANN 54 to identify consumer with which I have met, I named a number of government agencies and industry lobbying groups but that I apparently have not met with consumer groups, and asked that this lack of consultation be remedied.

A: At ICANN 54, I named several consumer groups with which I have consulted. I plan to continue and expand this outreach.

I hope this information is helpful to you. Thank you for your participation in ICANN's multi-stakeholder process.

Sincerely,

Allen R. Grogan

Chief Contract Compliance Officer
ICANN