II. **CCT Review Team Recommendations**

Recommendations are summarized in this table. The full recommendation, with related findings and rationale, may be found in the cited chapters.

Prerequisite or Priority Level: Per the ICANN Bylaws, the CCT Review Team indicated whether each recommendation must be implemented prior to the launch of subsequent procedures for new gTLDs. The Review Team agreed that those recommendations that were not categorized as prerequisites would be given a time-bound priority level:
- **High priority:** Must be implemented within 18 months of the issuance of a final report
- **Medium priority:** Must be implemented with 36 months of the issuance of a final report
- **Low priority:** Must be implemented prior to the start of the next CCT Review

#	Recommendation	To	Prerequiste or Priority Level*
Chapter V. Data-Driven Analysis: Recommendations for Additional Data Collection and Analysis			
1	Formalize and promote ongoing data collection. The ICANN organization should establish a formal initiative, perhaps including a dedicated data scientist, to facilitate quantitative analysis, by staff, contractors and the community, of the domain name market and, where possible, the outcomes of policy implementation.	ICANN organization	High
Chapter VI. Introduction to the Competition and Consumer Choice Analysis			
2	Collect wholesale pricing for legacy gTLDs. ICANN or an outside contractor should acquire wholesale price information from both legacy and new gTLD registries on a regular basis and provide necessary assurances that the data would be treated on a confidential basis. The data could then be used for analytic purposes by ICANN staff and by others that execute non-disclosure agreements. This may require amendment to the Base Registry Agreement for legacy gTLDs.	ICANN organization	Low

#	Recommendation	To	Prerequiste or Priority Level*
3	Collect transactional pricing for the gTLD marketplace. ICANN or an outside contractor should attempt to acquire at least some samples of wholesale price information from registries on a regular basis and provide necessary assurances that the data would be treated on a confidential basis. The data could then be used for analytic purposes by ICANN staff and by others that execute non-disclosure agreements.	ICANN organization	Medium
4	Collect retail pricing for the domain marketplace. We recommend that ICANN develop the capability to analyze these data on an ongoing basis. Alternatively, an amendment to the Registrar Accreditation Agreement would ensure the availability of this data with all due diligence to protect competitive information.	ICANN organization	Low
5	Collect parking data. ICANN should regularly track the proportion of TLDs that are parked with sufficient granularity to identify trends on a regional and global basis.	ICANN organization	High
6	Collect secondary market data. ICANN should engage with the secondary market community to better understand pricing trends.	ICANN organization	Prerequisite
7	Collect TLD sales at a country-by-country level. Some of this data is collected by third parties such as CENTR, so it is possible that ICANN can arrange to acquire the data.	ICANN organization	Low
8	Create, support and/or partner with mechanisms and entities involved with the collection of TLD sales data at a country-by-country level. Some regional organizations such as CENTR, AFTLD and APTLD are already engaged in data collection and statistical research initiatives. ICANN should strive to partner with these organizations and explore ways in which it can enhance the capacities of these organizations so that their output is geared to ICANN's data requirements. ICANN should also seek to promote the ability of these disparate organizations to coordinate their efforts in areas such as standardization of research and methodology, so that their data is comparable. The regional initiatives that ICANN has already undertaken, such as the LAC and MEA DNS Marketplace studies, should be undertaken at regular periods, as they too provide invaluable country-level and regional data.	ICANN organization	Prerequisite

#	Recommendation	To	Prerequiste or Priority Level*
Chapter VII. Consumer Choice			
9	Conduct a periodic survey of registrants. The survey should be designed and continuously improved to collect registrant trends. Some initial thoughts on potential questions is in Appendix F: Possible Questions for a Future Consumer Survey.	ICANN organization	Prerequisite
10	The ICANN community should consider whether the costs related to defensive registration for the small number of brands registering a large number of domains can be reduced.	Subsequent Procedures Policy Development Process (PDP) Working Group and/or Rights Protection Mechanisms (RPM)PDP Working Group	Prerequisite
11	The next consumer end-user and registrant surveys to be carried out should include questions to solicit additional information on the benefits of the expanded number, availability and specificity of new gTLDs. In particular, for any future consumer end-user surveys, a relative weighting of the positive contributions to consumer choice with respect to geographic name gTLDs, specific sector gTLDs and Internationalized Domain Name (IDN) gTLDs should help determine whether there is a clear preference by consumers for different types of gTLDs, and whether there are regional differences or similarities in their preferences. The next consumer end-user survey should also include further questions about whether confusion has been created for consumers in expanding the number and type of gTLDs, how they navigate to websites and if the nature and manner of search has an impact on confusion (positive, negative or indifferent). For registrants, it will be important to gather further data on the geographic distribution of gTLD registrants and the services provided to them by registrars, particularly in different regions, including languages offered for service interactions and locations beyond the primary offices. The next CCT review would then be able to assess in more detail these aspects, by which time there should be more data and a longer history of experience with the new gTLDs, and in particular with those in languages other than English and those using non-Latin scripts.	Next CCT Review and ICANN organization	Low

#	Recommendation	To	Prerequiste or Priority Level*
12	Collection and processing personal data should be more strictly regulated within rules which are mandatory for all gTLD registries. Registries should not be allowed to share personal data with third parties without consent of that person or under circumstances defined by applicable law. Also, it is necessary to be aware of new European personal data regulation – the General Data Protection Regulation (GDPR) – especially on issues such as the possible applicability of the regulation and "right to be forgotten."	ICANN organization	Medium
Chapter VIII. Consumer Trust			
13	Conduct a study to identify (1) which new gTLDs have been visited most; (2) the reasons users identify to explain why visited certain new gTLDs more than others; (3) what factors matter most to users in determining which gTLDs to visit and (4) how users' behaviors indicate to what extent they trust new gTLDs.	ICANN organization and future CCT	Prerequisite
14	Create incentives to encourage gTLD registries to meet user expectations regarding (1) the relationship of content of a gTLD to its name; (2) restrictions as to who can register a domain name in certain gTLDs based upon implied messages of trust conveyed by the name of its gTLDs (particularly in sensitive or regulated industries; and (3) the safety and security of users' personal and sensitive information (including health and financial information).	New gTLD Subsequent Procedures PDP Working Group	Prerequisite (incentives could be implemented as part of application process)
15	ICANN should repeat selected parts of global surveys (for consumer end-user and registrant surveys, in addition to necessary baseline and questions – repeat 700, 800, 900, and 1100 series survey questions and questions 775, 1000, 1036, 1050, 155 and 1060) to look for an increase in familiarity with new gTLDs, visitation of new gTLDs and perceived trustworthiness of new gTLDs.	ICANN organization	Prerequisite
16	ICANN should commission a study to collect data on the impact of restrictions on who can buy domains within certain new gTLDs (registration restrictions) to (1) compare consumer trust levels between new gTLDs with varying degrees of registration restrictions; (2) determine whether there are correlations between DNS abuse and the presence or absence of registration restrictions; (3) assess the costs and benefits of registration restrictions and (4) determine whether and how such registration restrictions are enforced.	ICANN organization	Low

#	Recommendation	To	Prerequiste or Priority Level*
Chapter IX. Safeguards			
17	ICANN should gather data to assess whether a significant percentage of WHOIS-related complaints applicable to new gTLDs relate to the accuracy of the identity of the registrant, and whether there are differences in behavior between new and legacy gTLDs. This data should include analysis of WHOIS accuracy complaints received by ICANN Contractual Compliance to identify the subject matter of the complaints (e.g., complaints about syntax, operability or identity) and compare the number of complaints about WHOIS syntax, operability or identity between legacy gTLDs and new gTLDs. ICANN should also identify other potential data sources of WHOIS complaints (registrars, registries, ISPs, etc.) and attempt to obtain anonymized data from these sources.	ICANN organization to gather required data, and to provide data to relevant review teams to consider the results and if warranted, to assess feasibility and desirability of moving to identity validation phase of WHOIS ARS project.	Medium
18	Once gathered (see Recommendation 18), this data regarding WHOIS accuracy should be considered by the upcoming WHOIS Review Team to determine whether additional steps are needed to improve WHOIS accuracy, particularly whether to proceed with the identity phase of the Accuracy Reporting System (ARS) project. Future CCT Reviews may also consider making use of this data if a differential in behavior is identified between legacy and new gTLDs.	ICANN organization to gather required data, and to provide data to relevant review teams to consider the results and if warranted, to assess feasibility and desirability of moving to identity validation phase of WHOIS ARS project.	Medium
19	Repeat data-gathering efforts that compare rates of abuse in domains operating under new Registry Agreement and Registrar Agreements to legacy gTLDs as future review teams deem necessary. Although we recommend a periodic data-gathering exercise, we anticipate that these studies will change over time as a result of input from the community and future review teams.	ICANN organization	High

#	Recommendation	To	Prerequiste or Priority Level*
20	The next CCTRT should review the proposed Registry Operator Framework when completed and assess whether the framework is a sufficiently clear and effective mechanism to mitigate abuse by providing for specified actions in response to security threats.	Future CCT Review Teams	Medium
21	Assess whether mechanisms to report and handle complaints have led to more focused efforts to combat abuse by determining (1) the volume of reports of illegal conduct in connection with the use of the TLD that registries receive from governmental and quasi-governmental agencies and the volume of inquires that registries receive from the public related to malicious conduct in the TLD and (2) what actions registries have taken to respond to complaints of illegal or malicious conduct in connection with the use of the TLD. Such efforts could include surveys, focus groups or community discussions. If these methods proved ineffective, consideration could be given to amending future standard Registry Agreements to require registry operators to provide this information to ICANN. Once this information is gathered, future review teams should consider recommendations for appropriate follow-up measures.	ICANN organization and future CCT Review Teams	Medium
22	Assess whether more efforts are needed to publicize contact points where complaints that involve abuse or illegal behavior within a TLD should be directed.	ICANN organization and future CCT Review Teams	Medium
23	Include more detailed information on the subject matter of complaints in ICANN publicly available compliance reports. Specifically, more precise data on the subject matter of complaints, particularly (1) what type of law violation is being complained of and (2) an indication of whether complaints relate to the protection of sensitive health or financial information, would assist future review teams in their assessment of these safeguards.	ICANN organization	High
24	Initiate discussions with relevant stakeholders to determine what constitutes reasonable and appropriate security measures commensurate with the offering of services that involve the gathering of sensitive health and financial information. Such a discussion could include identifying what falls within the categories of "sensitive health and financial information" and what metrics could be used to measure compliance with this safeguard.	ICANN organization	High

#	Recommendation	To	Prerequiste or Priority Level*
25	ICANN should perform a study on highly regulated new gTLDs to include the following elements: steps registry operators are taking to establish working relationships with relevant government or industry bodies;	ICANN organization	High
26	the volume of complaints received by registrants from regulatory bodies and their standard practices to respond to those complaints;	ICANN organization	High
27	assessment of a sample of domain websites within the highly regulated sector category to see whether contact information to file complaints is sufficiently easy to find;	ICANN organization	High
28	assessment whether restrictions regarding possessing necessary credentials are being enforced by auditing registrars and resellers offering the highly regulated TLDs (i.e., can an individual or entity without the proper credentials buy a highly regulated domain?);	ICANN organization	High
29	determining the volume and the subject matter of complaints regarding domains in highly regulated industries by seeking more detailed information from ICANN Contractual Compliance and registrars/resellers of highly regulated domains; and	ICANN organization	High
30	comparing rates of abuse between those highly regulated gTLDs that have voluntarily agreed to verify and validate credentials to those highly regulated gTLDs that have not.	ICANN organization	High
31	Determine whether ICANN Contractual Compliance has received complaints for a registry operator's failure to comply with either the safeguard related to gTLDs with inherent governmental functions or the safeguard related to cyberbullying.	ICANN organization	Low
32	Survey Registries to determine how they enforce these safeguards. to cyberbullying.	ICANN organization	Low
33	Collect data comparing subjective and objective trustworthiness of new gTLDs with restrictions on registration, to new gTLDs with few or no restrictions.	ICANN organization, PDP Working Group, and future CCT Review Teams	High
34	Repeat and refine the DNS Abuse Study to determine whether the presence of additional registration restrictions correlate to a decrease in abuse in new gTLDs, and as compared to new gTLDs that lack registration restrictions, and as compared to legacy gTLDs.	ICANN organization, PDP Working Group, and future CCT Review Teams	High

#	Recommendation	To	Prerequiste or Priority Level*
35	Collect data on costs and benefits of implementing various registration restrictions, including the impact on compliance costs and costs for registries, registrars and registrants. One source of this data might be existing gTLDs (for example, for verification and validation restrictions, we could look to those new gTLDs that have voluntarily included verification and validation requirements to get a sense of the costs involved).	ICANN organization, PDP Working Group and future CCT Review Teams	High
36	Gather public comments on the impact of new gTLD registration restrictions on competition to include whether restrictions have created undue preferences.	ICANN organization, PDP Working Group and future CCT Review Teams	High
37	The ICANN organization should improve the accessibility of voluntary public interest commitments by maintaining a publicly accessible database of these commitments, as extracted from the registry agreements	ICANN organization	Medium
38	Future gTLD applicants should state the goals of each of their voluntary PICs. The intended purpose is not discernible for many voluntary PICs, making it difficult to evaluate effectiveness.	ICANN organization and Subsequent Procedures PDP Working Group	Prerequisite
39	All voluntary PICs should be submitted during the application process such that there is sufficient opportunity for Governmental Advisory Committee (GAC) review and time to meet the deadlines for community and limited public interest objections.	Subsequent Procedures PDP Working Group	Prerequisite
40	A full impact study to ascertain the impact of the New gTLD Program on the cost and effort required to protect trademarks in the DNS should be repeated at regular intervals to see the evolution over time as the New gTLD Program continues to evolve and new gTLD registrations increase. We would specifically recommend that the next Impact Survey be completed within 18 months after issuance of the CCTRT final report, and that subsequent studies be repeated every 18 to 24 months.	ICANN organization	High

#	Recommendation	To	Prerequiste or Priority Level*
41	A full review of the URS should be carried out and consideration be given to how it should interop-erate with the UDRP. However, given the PDP Review of All Rights Protection Mechanisms in All gTLDs, which is currently ongoing, such a review needs to take on board that report when published and indeed may not be necessary if that report is substantial in its findings and if the report fully considers potential modifications. A review of the URS should cover potential modifications inter alia (1) whether there should be a transfer option with the URS rather than only suspension; (2) whether two full systems should continue to operate (namely UDPR and URS in parallel) considering their relative merits; (3) the potential applicability of the URS to all gTLDs and (4) whether the availability of different mecha-nisms applicable in different gTLDs may be a source of confusion to consumers and rights holders.	RPM PDP Working Group	Prerequiste
42	A review of the Trademark Clearinghouse (TMCH) and its scope should be carried out to provide us with sufficient data to make recommendations and allow an effective policy review. There appears to be considerable discussion and comment on whether the TMCH should be expanded beyond applying to only identical matches and if it should be extended to include "mark+keyword "or common typographical errors of the mark in question. If an extension is considered valuable, then the basis of such extension needs to be clear.	RPM PDP Working Group	Prerequiste

Chapter X. Application and Evaluation Process of the New gTLD Program

#	Recommendation	To	Prerequiste or Priority Level*
43	Set objectives for applications from the Global South. The Subsequent Procedures Working Group needs to establish clear measurable goals for the Global South in terms of number of applications and even number of delegated strings. This effort should include a definition of the "Global South."	New gTLD Subsequent Procedures Working Group	Prerequisite – objectives must be set
44	Expand and improve outreach into the Global South. Outreach to the Global South requires a more comprehensive program of conference participation, thought leader engagement and traditional media. This outreach should include cost projections and potential business models. Furthermore, it is recommended that the outreach program begin significantly earlier to facilitate internal decision-making by potential applicants. The outreach team should compile a list of likely candidates, starting with the work of AMGlobal, and ensure these candidates are part of the outreach effort.	ICANN organization	Prerequisite

#	Recommendation	To	Prerequiste or Priority Level*
45	Coordinate the pro bono assistance program. Ideally, the pro bono assistance program would be coordinated by the ICANN organization to ensure that communication is successful between volunteers and applicants.	ICANN organization	Prerequiste
46	Revisit the Applicant Financial Support Program. The total cost of applying for a new gTLD string far exceeds the $185K application fee. Beyond efforts to reduce the application fee for all applicants, efforts should be made to further reduce the overall cost of application, including additional subsidies and dedicated support for underserved communities.	New gTLD Subsequent Procedures Working Group	Prerequiste
47	As required by the October 2016 Bylaws, GAC consensus advice to the Board regarding gTLDs should also be clearly enunciated, actionable and accompanied by a rationale, permitting the Board to determine how to apply that advice. ICANN should provide a template to the GAC for advice related to specific TLDs, in order to provide a structure that includes all of these elements. In addition to providing a template, the Applicant Guidebook (AGB) should clarify the process and timelines by which GAC advice is expected for individual TLDs.	Subsequent Procedures PDP Working Group, GAC, ICANN organization	Prerequiste
48	A thorough review of the procedures and objectives for community-based applications should be carried out and improvements made to address and correct the concerns raised before a new gTLD application process is launched. Revisions or adjustments should be clearly reflected in an updated version of the 2012 AGB.	Subsequent Procedures PDP Working Group	Prerequiste
49	The Subsequent Procedures PDP should consider adopting new policies to avoid the potential for inconsistent results in string confusion objections. In particular, the PDP should consider the following possibilities: 1) Determining through the initial string similarity review process that singular and plural versions of the same gTLD string should not be delegated 2) Avoiding disparities in similar disputes by ensuring that all similar cases of plural versus singular strings are examined by the same expert panelist 3) Introducing a post dispute resolution panel review mechanism	Subsequent Procedures PDP Working Group	Prerequiste
50	A thorough review of the results of dispute resolutions on all objections should be carried out prior to the next CCT review	Subsequent Procedures PDP Working Group	Low