**QUESTIONS RELATING TO DATA NEEDS – FOR THE URS PROVIDERS SUB TEAM**

**Prepared for the Review of All Rights Protection Mechanisms (RPMs) Working Group URS Documents Sub Team by ICANN staff – 27 March 2018**

Topic - Filing a Complaint under the URS:

* Request statistics from URS Providers about pass/fail rates for administrative review of complaints filed

Topic – Notice of a URS Complaint:

* Seek input from URS Providers about the processes they have in place for sending notices, and for dealing with non-delivery issues

Topic – Response (including Duration and Response Fee):

* Obtain feedback from URS Providers regarding experiences in getting the disputed domain name(s) locked

Topic – Standard of Proof:

* The URS Documents Sub Team is suggesting that a Guide for URS Examiners be developed, to assist them with understanding the distinction between easy and more difficult cases. Question for Providers: Who should develop this guide – ICANN, each Provider, or all Providers to collaborate on a consolidated guide?

Topic – Remedies:

* Obtain feedback from URS Providers regarding implementation of the suspension remedy

Topic – Cost Allocation Model:

* Obtain feedback from URS Providers on filing fees received. The feedback should help the Working Group in its consideration of a “loser pays” model

Topic – Languages:

* Obtain feedback from URS Providers as to whether there have been any difficulties or issues with the current language requirements, and on what they are doing to implement the current requirements
* Obtain feedback from URS Providers as to whether, and in how many instances, it has been demonstrated that a respondent had the capability of understanding English
* Ask URS Providers whether they think it will be feasible to make it mandatory to send registry and registrar notices in the same language(s) (the URS Documents Sub Team has noted that the current practice seems to be that registry notices are sent in English while registrar notices are sent in English as well as (where applicable) the language of the affected registrant)

Topic – Abuse of Process:

* Ask URS Providers whether they think it will be feasible to add a requirement that respondents who abuse the process should be sanctioned

Topic – Education, Training, Evaluation:

* Obtain information from URS Providers about the training they provide, and seek their views about whether and how their processes and practices should be evaluated