Protection of Registrants

Registrar Data Escrow
Registry Failover Planning
Contractual Compliance
Amendments to the RAA
Registrar Data Escrow
Registrar Data Escrow Status

- Completed QA Testing in January 08
  - “Process Test” using IANA Registrar data
  - “Stress Test” using simulated large registrar data (3+ million registrations)
  - Tested deposit procedures to ensure viability of RDE specifications
  - Tested release procedures
  - Reviewed and enhanced data-release safeguards
  - Published report at www.icann.org
Timeline for Full Implementation

- **Election Deadline:**
  - 16 February 2008: All Registrars

- **On-Board (Depositing) Deadlines:**
  - 1 March 2008: 81 Registrars
  - 1 April 2008: 144 Registrars
  - 1 May 2008: 179 Registrars
  - 1 June 2008: 276 Registrars
  - 1 July 2008: 216 Registrars

- **Compliance Audits:** August-December 08
Registrar Adoption of Data Escrow

- Registrar Elections
  - Iron Mountain: 742 (82.4%)
  - Third Party Escrow Agent: 2 (0.2%)
  - Inactive Registrars: 9 (1.0%)
  - Not Yet Elected: 147 (16.3%)

- Registrar Enrollment Agreements: 276

- Registrars Depositing: 8
gTLD Registry Failover Project Update

The gTLD Registry Failover Plan is intended to provide protection for registrants and enhance DNS stability through:

- Development and implementation of a set of best operating practices
- Defining process to be followed by ICANN and Registries in the event of a registry failure

Developed in collaboration with experienced registries

Important considering the introduction of new gTLDS
gTLD Registry Failover Project Update

- A “best practices” document has been completed and aspects inserted into the draft base contract for New gTLDs
- Iterative revisions of the draft failover plan were posted before and after the LA Meeting
- ICANN executed an offsite gTLD Registry Failover Exercise to validate processes and “harden” procedures associated with implementation of the plan
- As a result of the exercise several targeted changes were made to the plan to improve specificity of assignments and action points
gTLD Registry Failover Project Update

• Four exercise objectives:
  – Validate and harden draft ICANN gTLD Registry Failover Plan
  – Train the staff for crisis response to specific failure situations
  – Assess maturity of ICANN’s technical decision making progress
  – Achieve completion of plan development in time for new gTLD launch
Next Steps

- Involve registries to develop methodologies and process for transferring data in the event of failure – the next step in scenario testing
- Ensure “best practices” and responsibilities in failover scenarios are included in new gTLD agreements and responsibilities
Contractual Compliance Program
Planned 2008 Actions

- Conduct site visits and request data to verify information reported by registrars and registries in the 2007 audits
- Conduct compliance audits in accordance with the posted schedules
  - 2007 audits will provide a basis for detailed audits in 2008
- Implement a consumer complaint procedure to improve complaint processing and statistics
- Enforce contract terms:
  - Public disclosure of violations
  - Escalated sanctions (RAA amendments)
- Improve reporting and statistics
Audits Being Conducted in Last Qtr

- Registrar Insurance Verification Audit
  - Notices to registrars who do not meet insurance requirement (mainly affecting some registrar groups)

- Whois Accuracy Investigation Audit
  - Audit underway, 75% of the ICANN-accredited registrars contacted responded thus far

- Whois Data Reminder Policy
  - 98% of the 758 registrars that responded were found compliant with WDRP requirements
  - Follow-up with rest

- Registry Performance Specifications Audit
  - 85% of all Registries and Registry Operators were found compliant with Registry Agreement Performance Specification Requirements
### 2006-2007 Consumer Complaint Comparative Analysis

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
</tr>
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<tbody>
<tr>
<td>Whois</td>
<td>18%</td>
<td>8%</td>
</tr>
<tr>
<td>Spam</td>
<td>11%</td>
<td>2%</td>
</tr>
<tr>
<td>UDRP/Domain Name Dispute</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>18%</td>
<td>31%</td>
</tr>
<tr>
<td>Transfers</td>
<td>29%</td>
<td>26%</td>
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</tbody>
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*The chart above shows the percentage distribution of consumer complaints between 2006 and 2007. The categories include Whois, Spam, UDRP/Domain Name Dispute, Customer Service, and Transfers. The data indicates a significant increase in complaints related to UDRP/Domain Name Dispute and Customer Service in 2007 compared to 2006.*
Whois Data Accuracy Study

- Purpose: to assess the accuracy of Whois data in certain fields through statistical sampling.
- The sampling plan indicates a random sample of 382 from the population of gTLD domain names will provide +/-10% accuracy (confidence level 95%)
- One sample was selected as a test bed: (domains from 45 countries are represented)
- Soliciting bids from companies that have expertise in global name and address verification services
Amendments to Registrar Accreditation Agreement
Public Consultation on RAA

• Following a Board resolution to solicit public comment and proceed with proposing amendments to the RAA:
  – Two protection of registrants workshops held (San Juan / LA to solicit comment)
  – Public forum on ICANN site resulted in 50 recommendations
  – Meetings with ALAC in LA and Delhi
  – Synthesis of that work published and sorted:
    o Potential contract amendments
    o Future actions to benefit registrants
Proposing Amendments

- Registrar working group formed that works with ICANN staff to develop amendments through:
  - Telephonic conferences
  - Two face-to-face meetings in MdR
  - Meetings with Registrar Constituency in LA and Delhi
  - The third iteration of draft amendments released by staff
  - Registrar Constituency comments are complete
Amendment Subjects

- Escrow of data underlying proxy registrations
- Shared responsibility by jointly owned registrars
- Contractual relationships between registrars and resellers
- Accreditation by Purchase
- Operator skill sets and training
- Expanded enforcement tools
- Clarification of audit provision
Going Forward

- Consider the latest iteration of amendments and agree on final form in 30-60 days
- Post amendments for public comment
- Board considers amendments for possible adoption
- Publish and issue amended RAA to registrars