



84

ANNUAL
GENERAL
MEETING



Registration Data Request Service ICANN84 Prep Week

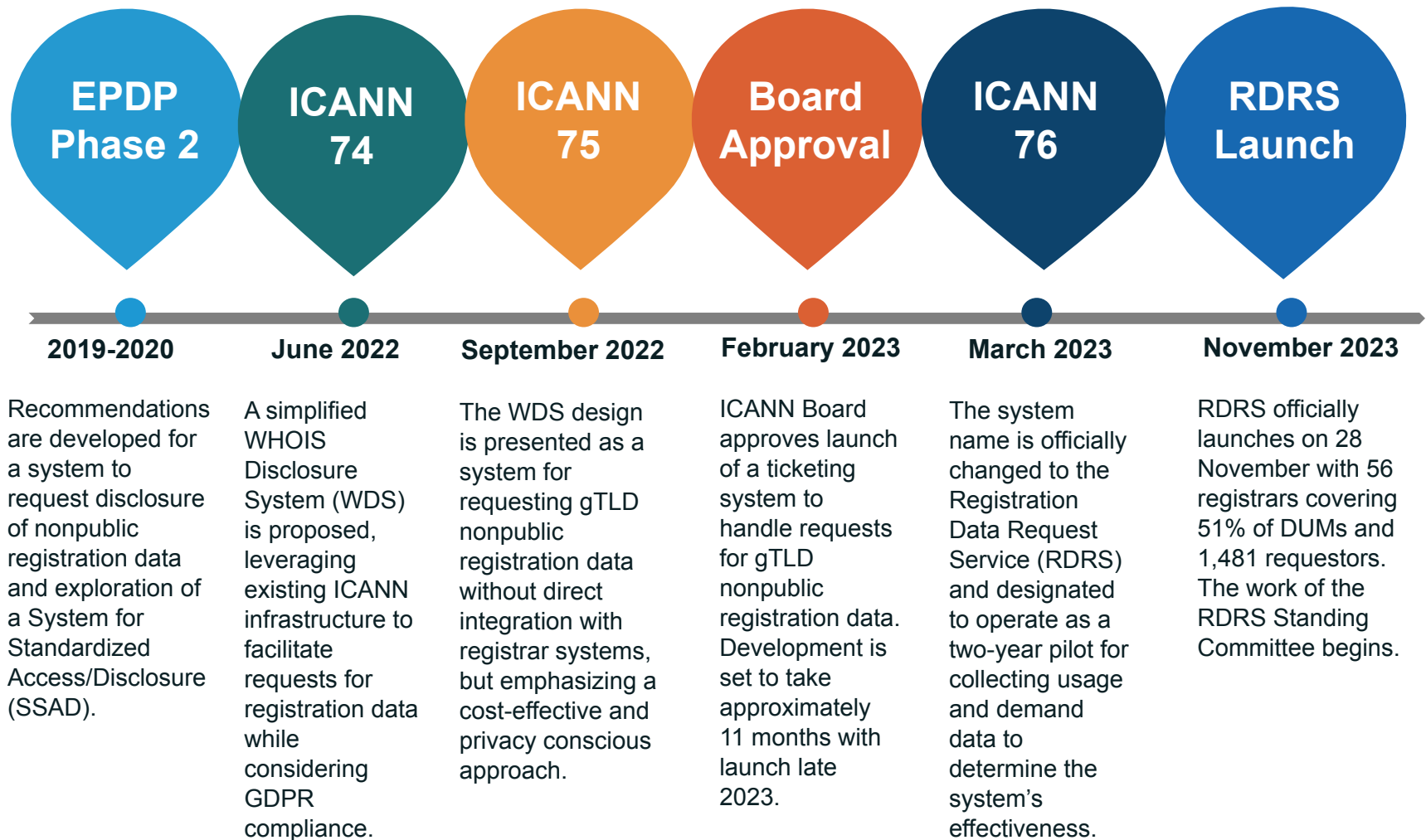
Key Insights from the Two-Year Pilot Program

14 October 2025

Agenda

- Welcome
- Background:
 - Where We Started
 - Milestones
- Operational Review and Next Steps
- The GNSO Standing Committee's Findings and Lessons Learned
- Questions/Feedback

Background



Pilot Milestones

First Metrics Report Published

Registrars: 72
Requetors: 1,481
DUMs: 53%

Enhancements Completed

System: 6
Metrics: 7

Annual Report Published

Pilot operational analysis and assessment for the first year

ICANN 84 Prep Week

Operational review and key insights from the two-year pilot

January
2024

May
2024

August
2024

November
2024

February
2025

August
2025

October
2025

ICANN 80 Prep Week

Six-month operational review

ICANN 81 Prep Week

RDRS pilot one-year anniversary operational review

RDRS Standing Committee Findings Report Public Comment Begins

The RDRS Council Report is published for Public Comment

Usage Metrics: Totals as of September 2025

12,714

Unique Requestor Accounts
(1,481 requestors at launch)

3,524

Requests
Submitted

8,544

Domain lookups resulted in
non-participating registrars

79

Registrars Participating
(Pilot launched with 56 registrars)

3,226

Closed Requests

46%

gTLD domains under management
covered
by participating registrars
(51% DUMs at launch)

920

Approved Requests
(28% of Total Closed Request)

1,977

Denied Requests
(61% of Total Closed Requests)

Engagement and Awareness

93

Events where RDRS was discussed

4

Average events per month

54

ICANN published blogs, announcements and articles

5340

Attendees for all RDRS related events

10.5M

Unique views/impressions for paid social media

598

Articles published by non-ICANN sources mentioning RDRS

62.1K

Paid social media engagement (clicks, shares, reactions)

0.69%

Social media click through rate

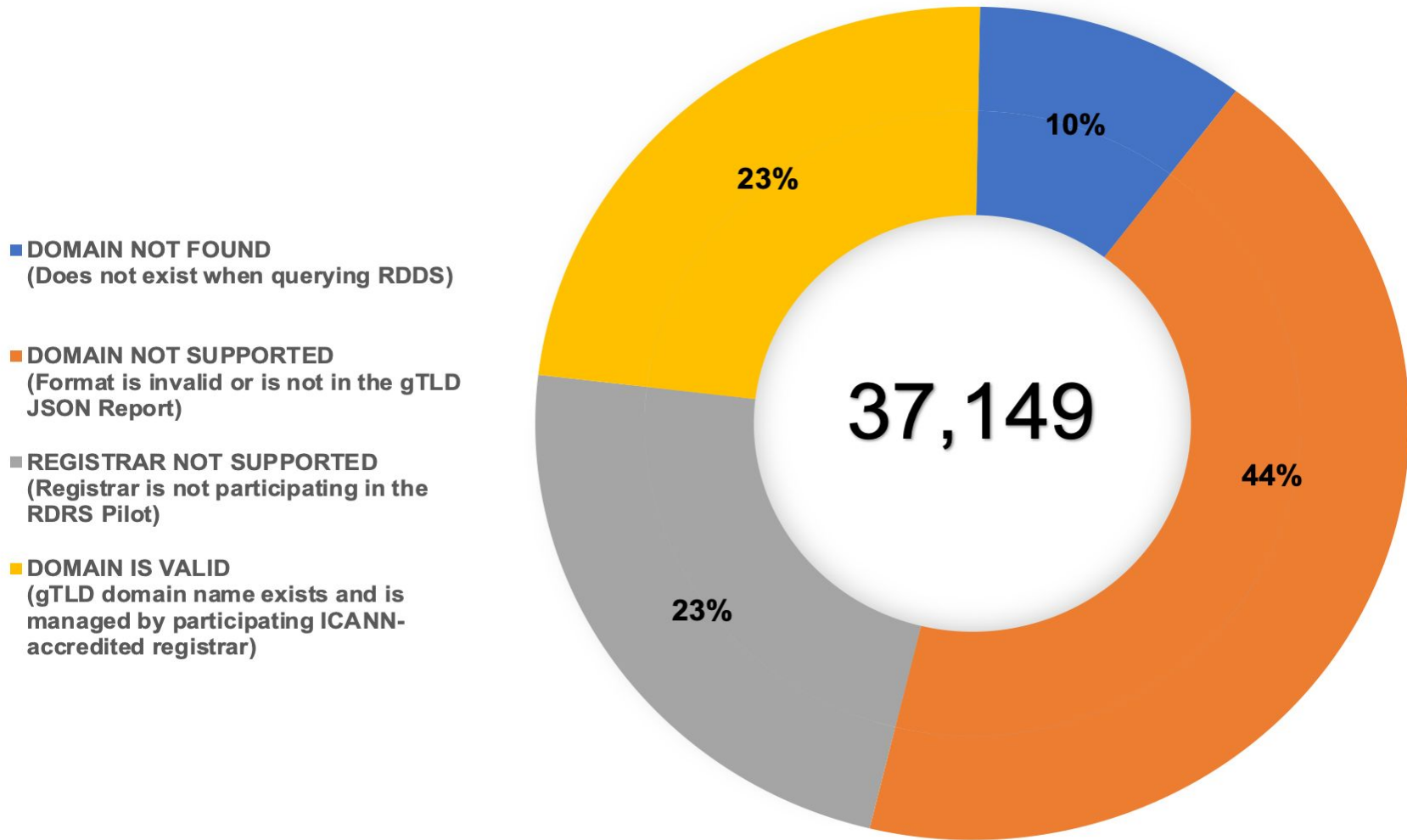
Events and User Data

Cumulative totals by month for events, requestor accounts, registrar participation and percentage of domains under management (DUMs) covered through RDRS.

Month / Year	Events / Webinars	Requestor Accounts	Registrar Accounts	% Registrar DUMs
November 2023	1	209	60	51%
February 2024	29	2,937	77	59%
May 2024	48	4,496	91	59%
August 2024	68	5,944	91	59%
November 2024	83	7,871	93	60%
February 2025	84	9,511	95	60%
May 2025	86	10,817	88	54%
September 2025	93	12,714	79	46%

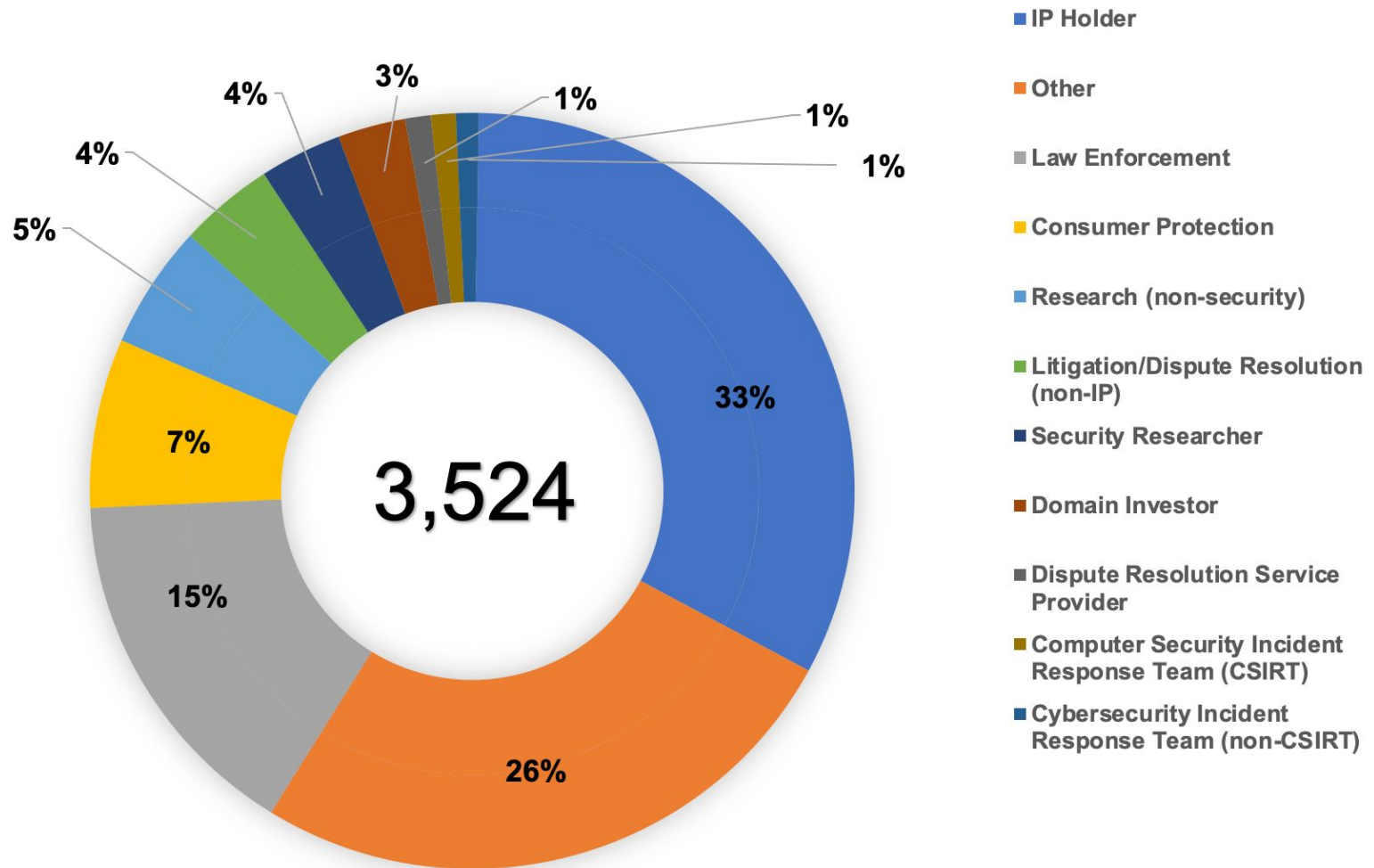
23% of Searches are Valid for Request Submission

Total Domain Name Lookups November 2023 - September 2025



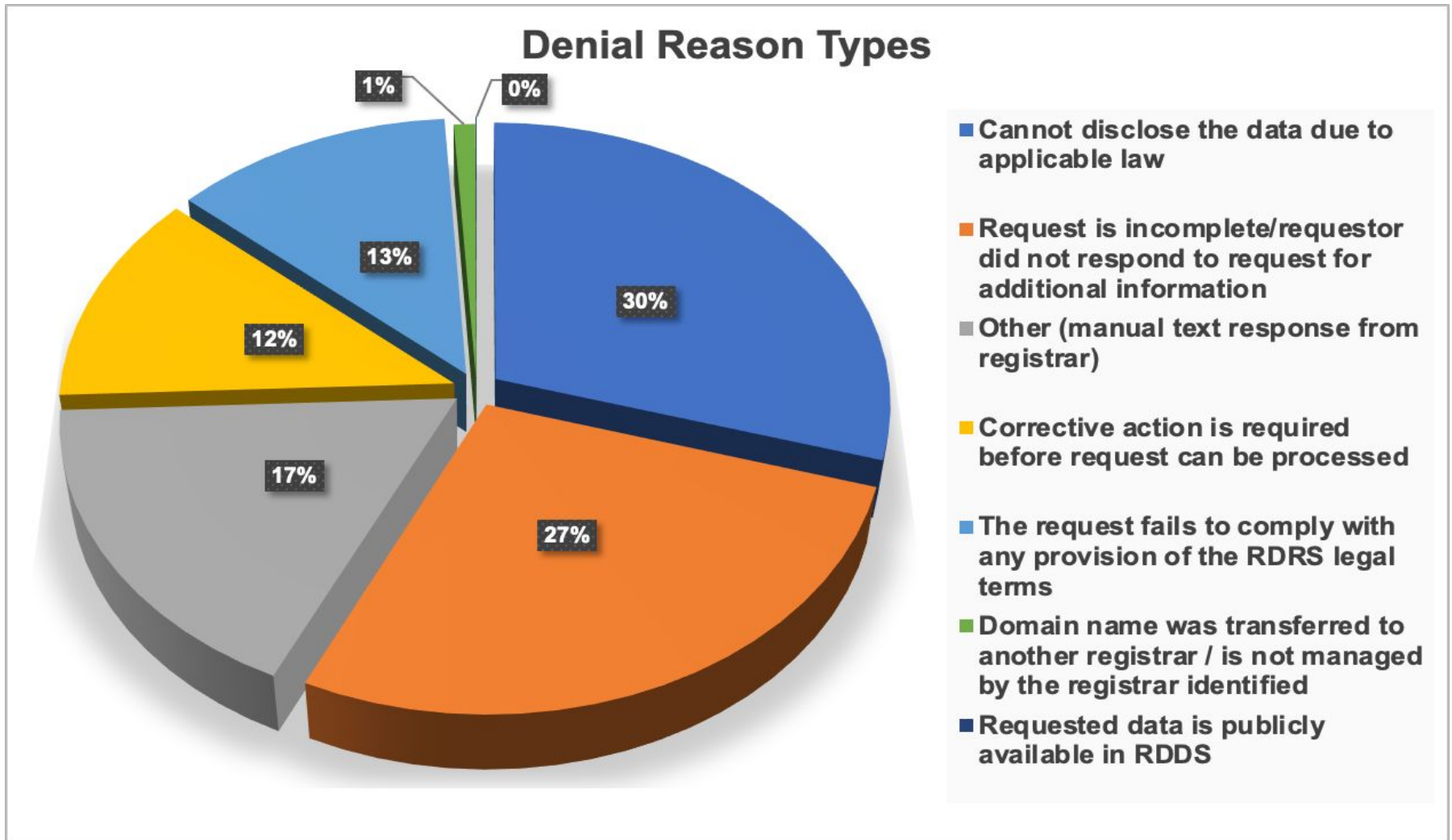
33% of Requests Submitted by IP Holders

Disclosure Request Submissions by Request Category November 2023 - September 2025



28% of Requests are Approved; 61% of Requests are Denied

- Registrars may provide multiple reason types when denying requests for disclosure.
- 3,226 requests processed and closed since launch.



Requestor Feedback Themes

Positive Feedback

- ❑ System is fast and easy to navigate.
- ❑ Form questions are easy to understand.
- ❑ Template and request tracking simplify the process.
- ❑ The centralized system streamlines the request submission process.
- ❑ Provides a standard format for providing information.

Areas for Improvement

- ❑ Need more explicit instructions on how to satisfy the registrar's requirements.
- ❑ Need more explanation of the criteria registrars use to approve or deny requests.
- ❑ Need clarity on how requests can be improved.
- ❑ Need more direct dialogue with registrars after requests are submitted.

Registrar Feedback Themes

Positive Feedback

- ❑ Request response section is intuitive and user friendly.
- ❑ Easy to train staff on the system.
- ❑ Easy to identify high priority/expedited requests.
- ❑ Streamlines request intake and information format.
- ❑ Fewer requests are missing information.

Areas for Improvement

- ❑ Need better integration with existing registrar ticketing systems.
- ❑ Bulk update functionality takes longer than processing requests outside the system.
- ❑ Need an additional form question on how long the data will be held and by whom.
- ❑ Need a means to capture more detailed reasons for each denial type.
- ❑ Requestors need more guidance on RDRS request types and what constitutes a quality request.

Enhancements Completed Since Launch

1

Updated “Help” function and improved error messaging for unsupported TLDs

2

Required requestor address and phone w/ optional field to collect requestor organization/affiliation

3

Allowed all requests to be viewed without the filter and added request date to registrar view

4

Updated the “registrar concluded the review” email to highlight taking the RDRS survey

5

Created an RDRS test domain

6

Added new language and a link to RDRS on the ICANN Lookup Tool results page

7

Modified how system redirects registrars to pending requests screen after closing a request

8

Increased open text field character limit from 1,000 to 2,000

9

Allowed registrars to update/change request category

What's Next for RDRS?



After November 2025

- RDRS operations will continue.
- Work on the law enforcement authentication solution will continue.
- Consultation with the RDRS Standing Committee on enhancements will continue.



ICANN Board, GNSO Council, and Community Discussions

- RDRS Standing Committee's [Final Report](#)
- System for Standardized Access/Disclosure (SSAD) Recommendations
- Other policy discussions affecting RDRS
 - Disclosure of privacy and proxy customer data for registrar affiliated entities
 - Timeline for urgent requests



RDRS-related ICANN84 Sessions to Attend

- Four [GNSO: RDRS Standing Committee Working Sessions](#)
- [GNSO: DNS Security Without Sacrificing Rights: HRIA on RDRS](#)
- [Joint Meeting: GAC and GNSO](#)
- [GAC Discussion on WHOIS and Registration Data Issues](#)

The GNSO Standing Committee Findings on RDRS

Sebastien Ducos
RDRS Standing Committee Chair

Background

RDRS Standing Committee Assignment

#1 Trends identified over a **month-by-month period**.

#2 Possible technical updates to RDRS.

#3 Specific lessons learned to factor into the consideration of how to proceed with SSAD recommendations.

#4 Suggestions to the GNSO Council re: proposed recommendation(s) to the ICANN Board re: **how to proceed with SSAD recommendations**.

Assignment 4

Scope: The small team **considered the expected next steps** in relation to the EPDP Phase 2 SSAD Recommendations including:



1) Approval of EPDP Phase 2 SSAD recommendations



2) Determination that adoption of EPDP Phase 2 SSAD recommendations is **not in the best interest** of the ICANN community or ICANN;



3) Modification of EPDP Phase 2 SSAD recommendations by GNSO Council informed by SSAD proof of concept findings;



4) A variation and/or combination of the above scenarios.

Recommendations to GNSO Council

Recommendation 1

Continue RDRS beyond pilot period

- Maintaining the RDRS pilot service beyond its initial two-year term until a long-term permanent solution or a successor system is agreed upon.
- The Council should ensure the tool remains available and consider improvements (as noted in Assignment 2).
- Preserve the progress made with RDRS and use it as a foundation, rather than discarding it.



Recommendation 2

Allow for authentication of interested requestor groups, beginning with law enforcement.

- The Standing Committee is not recommending mandatory accreditation or authentication of all requestors. Instead, SC recommends ICANN org explore authentication of specific user groups, beginning with law enforcement.
- RDRS pilot did not include the concept of authentication or accreditation
- RDRS or its successor system include authentication of specific user groups in order to be a viable system.



Recommendation 3

Implement System Enhancements to sustain and evolve RDRS post-pilot while more policy work is underway.

- Consider certain system enhancements to ensure the RDRS or its successor remains sustainable and effective.
 - **API (Application Programming Interface) integration for both registrars and requestors** to enhance system interoperability and streamline data exchange between users and the RDRS.
 - **Improve request forms** by engaging a UX designer to ensure forms are simple and intuitive for requestors.
 - **Optional participation for ccTLD** operators who use RDAP.



Recommendation 4

Consider further policy work in the following areas.



- **Disclosure of Privacy/Proxy data in SSAD/RDRS.** Some registrars who participate in RDRS voluntarily disclose this information, but this is not a requirement.
- **Inclusion of links to RDRS in RDAP responses** to ensure discoverability across all registrar systems. Although the technical ability to include RDRS links in RDAP responses exists, updates to the RDAP profile would require a new policy recommendation.

Recommendation 5

Next steps on EPDP Phase 2/SSAD Policy Recommendations



- The SC recommends:
 - 18 SSAD recommendations **be considered by Board as one package.**
 - GNSO Council to recommend to Board to non-adopt the recommendations (as a package) and send back to GNSO Council to produce **supplemental recommendations.**
 - In producing supplemental recommendations, GNSO Council **consider specific guidance from SC on each SSAD recommendation.**

Recommendation 5 (Cont'd)

Based on lessons learned, SC recommends keeping and/or modifying the SSAD recommendations.

Estimated Level of Effort to adjust recommendations:

LOW

11 total: Recs. 3, 7, 9, 11, 12, 13, 14, 15, 16, 17, 18

MED

3 total: Recs. 4, 5, 8

HIGH

4 total: Recs. 1, 2, 6, 10

Recommendation 6

Maintain the current Standing Committee with narrowed Scope.

- The SC recommends maintaining the current Standing Committee with a narrowed scope in advising ICANN on the continued operation, maintenance, and potential enhancement of the RDRS while it continues to be in operation.



Next Steps

Next Steps



PUBLIC COMMENT RECENTLY CLOSED



SUPPORT STAFF WORKING ON SUMMARY FOR RECENTLY CLOSED PUBLIC COMMENT



RDRS SC WILL HAVE FOUR (4) WORKING SESSIONS DURING ICANN84



WORKING SESSIONS WILL FOCUS ON INCORPORATING PUBLIC COMMENTS IN RDRS REPORT



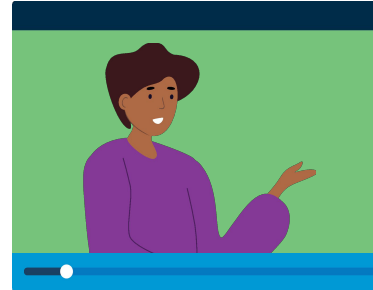
ONCE FINALIZED, REPORT WILL BE SHARED WITH THE GNSO COUNCIL

Questions and Feedback

Continue to Support RDRS

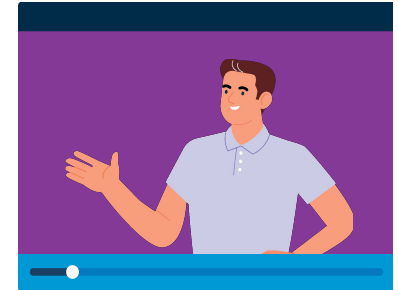
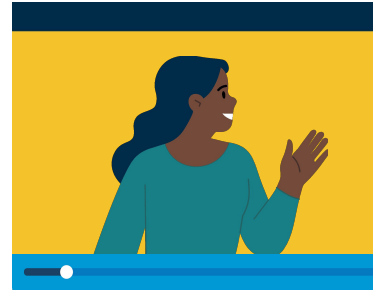
Requestors Resources

- [Create an ICANN Account](#)
- [Frequently Asked Questions \(FAQs\)](#)
- Video: [How to use the system](#)
- Video: [How to use the template feature](#)
- ICANN80 Session [GNSO: Registrars and ICANN - Good RDRS Requests](#)



Registrars Resources

- [Naming Service portal Login](#)
- [RDRS Naming Service portal User Guide for Registrars](#)
- [RDRS Naming Services portal FAQs for Registrars](#)



All information related to the service, including metrics, is available at

<https://www.icann.org/rdrs-en>



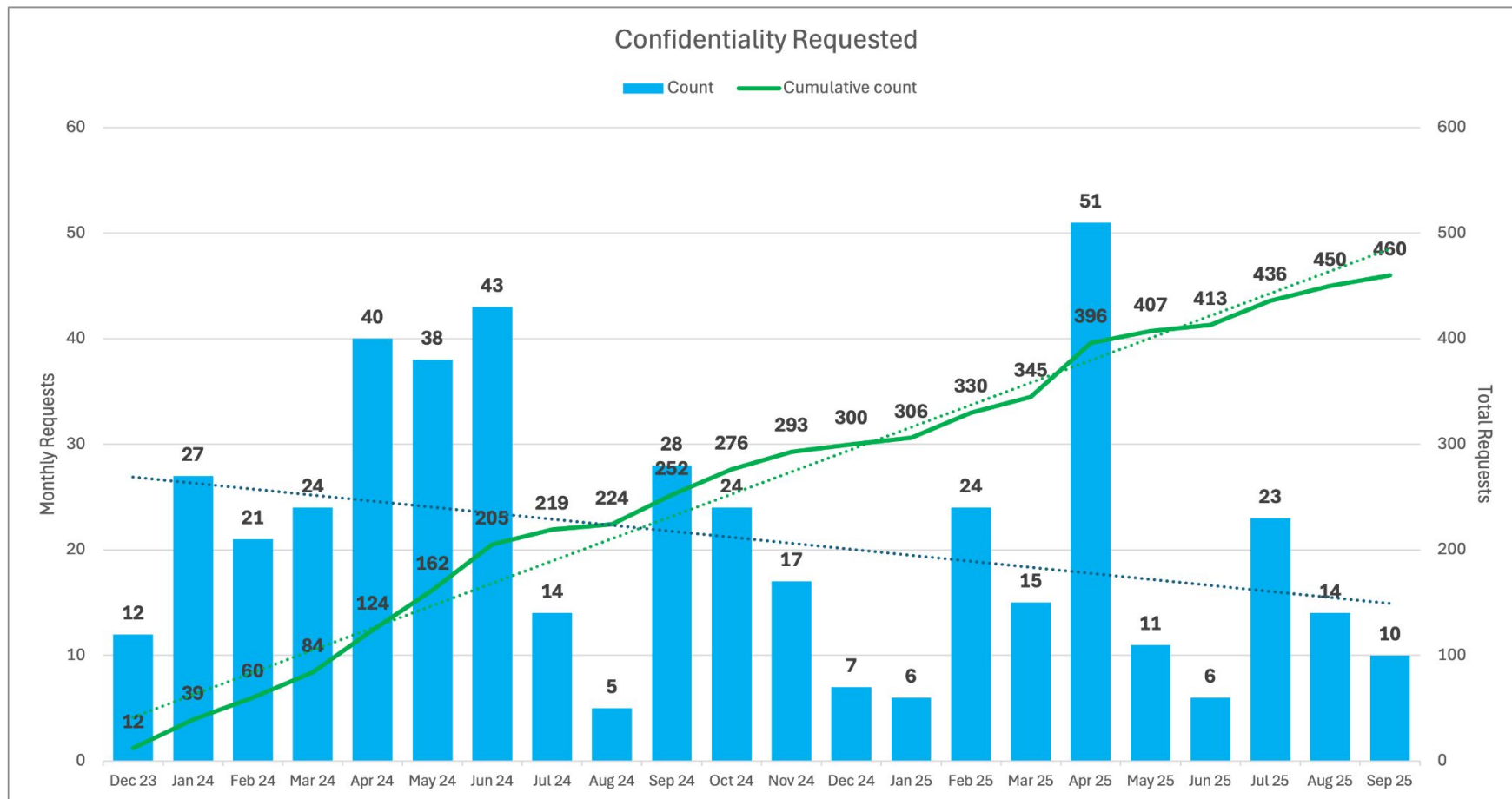
Appendix:

Additional RDRS Metrics

84% of Law Enforcement Disclosure Requests are Confidential

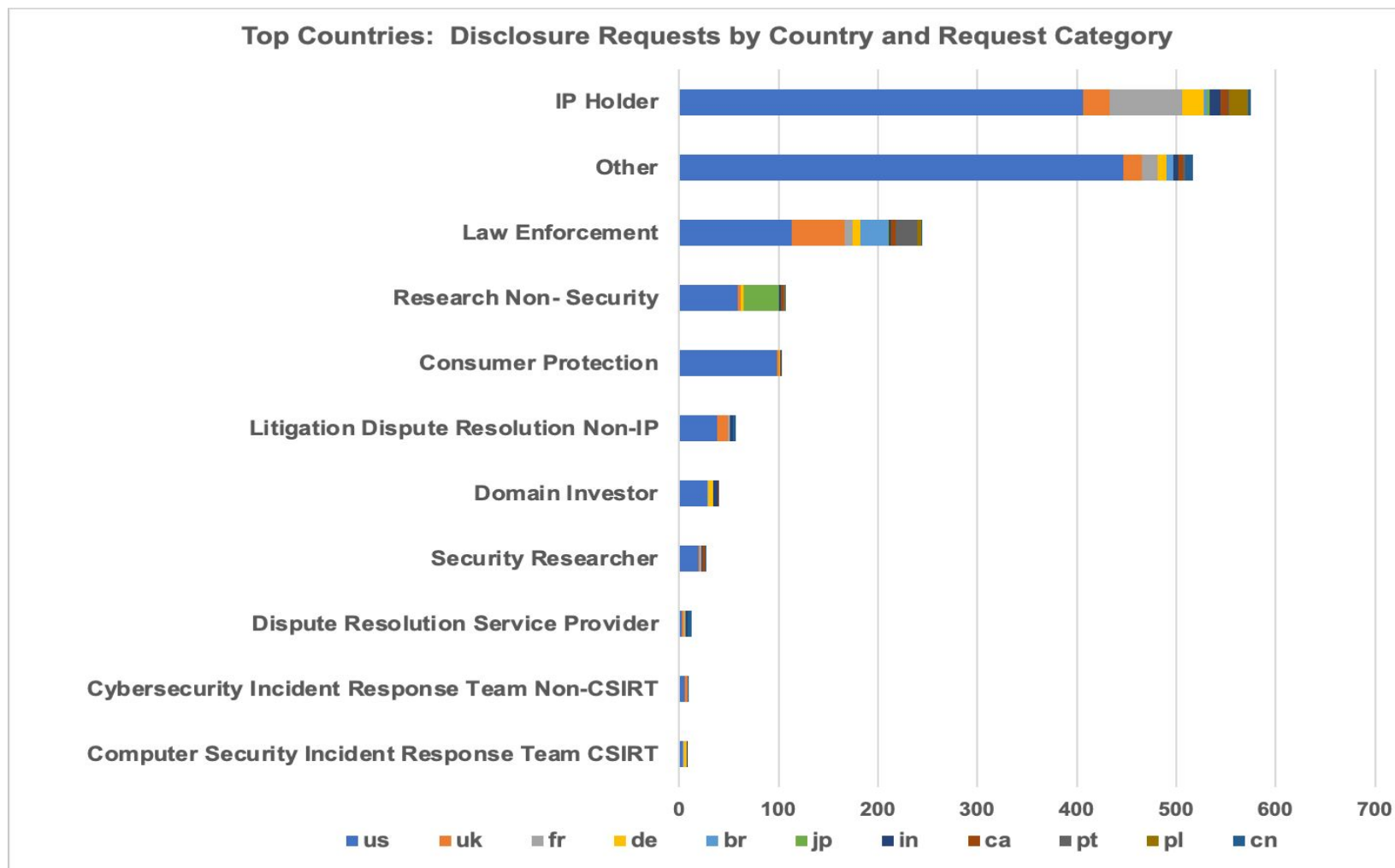
Number of Law Enforcement Requests Asking for Confidentiality

- The confidentiality option is only available for the “law enforcement” request category.
- 545 “law enforcement” requests submitted since launch; 460 requests for confidentiality.



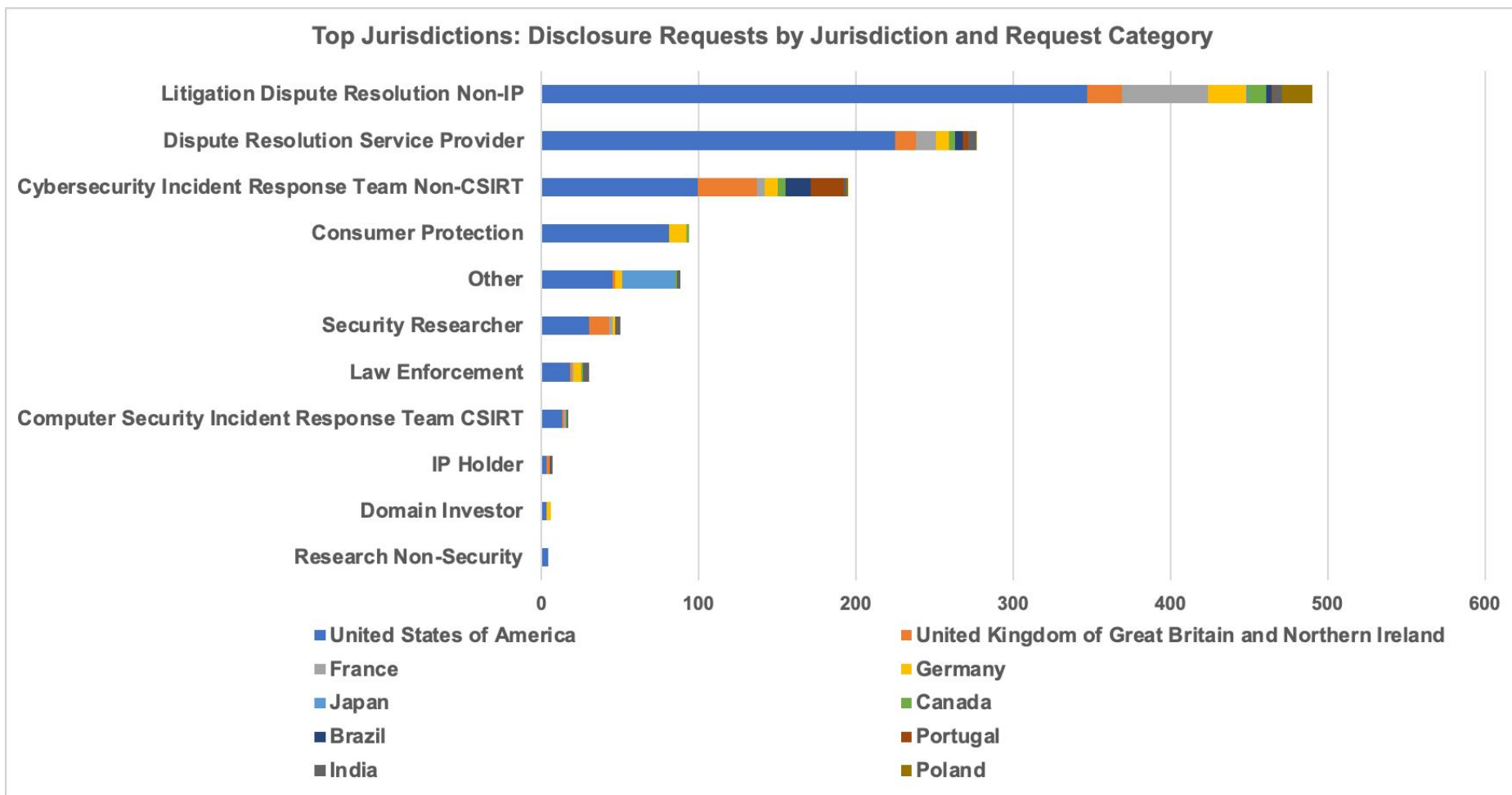
63% of Requests Originate from United States Requestors

- Tracking began in June 2024 at the request of Standing Committee
- 2,045 requests tracked between June 2024 and September 2025



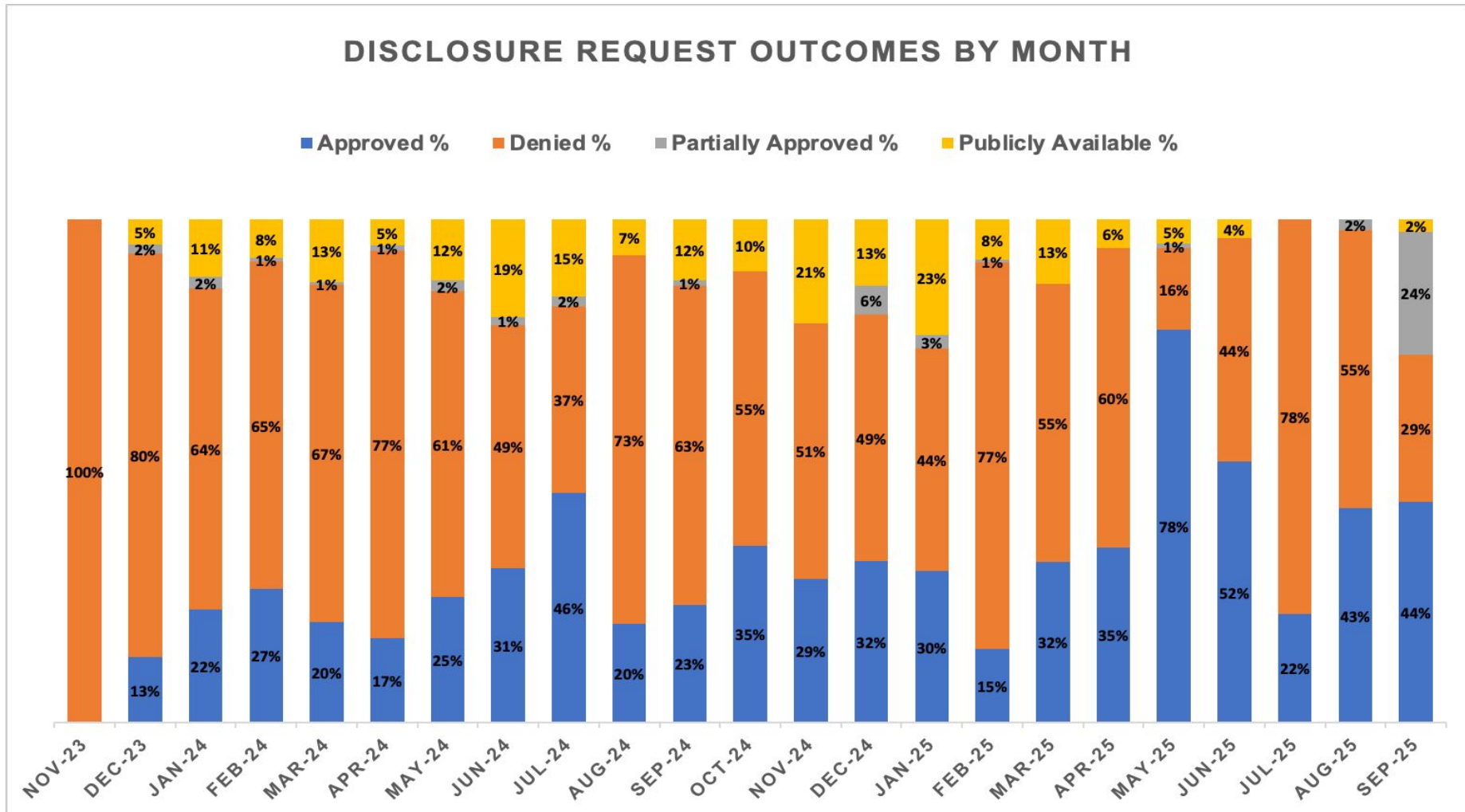
60% of Disclosure Requests are Processed in the United States

- Tracking began in October 2024 at the request of Standing Committee
- 1,617 requests tracked between October 2024 and September 2025

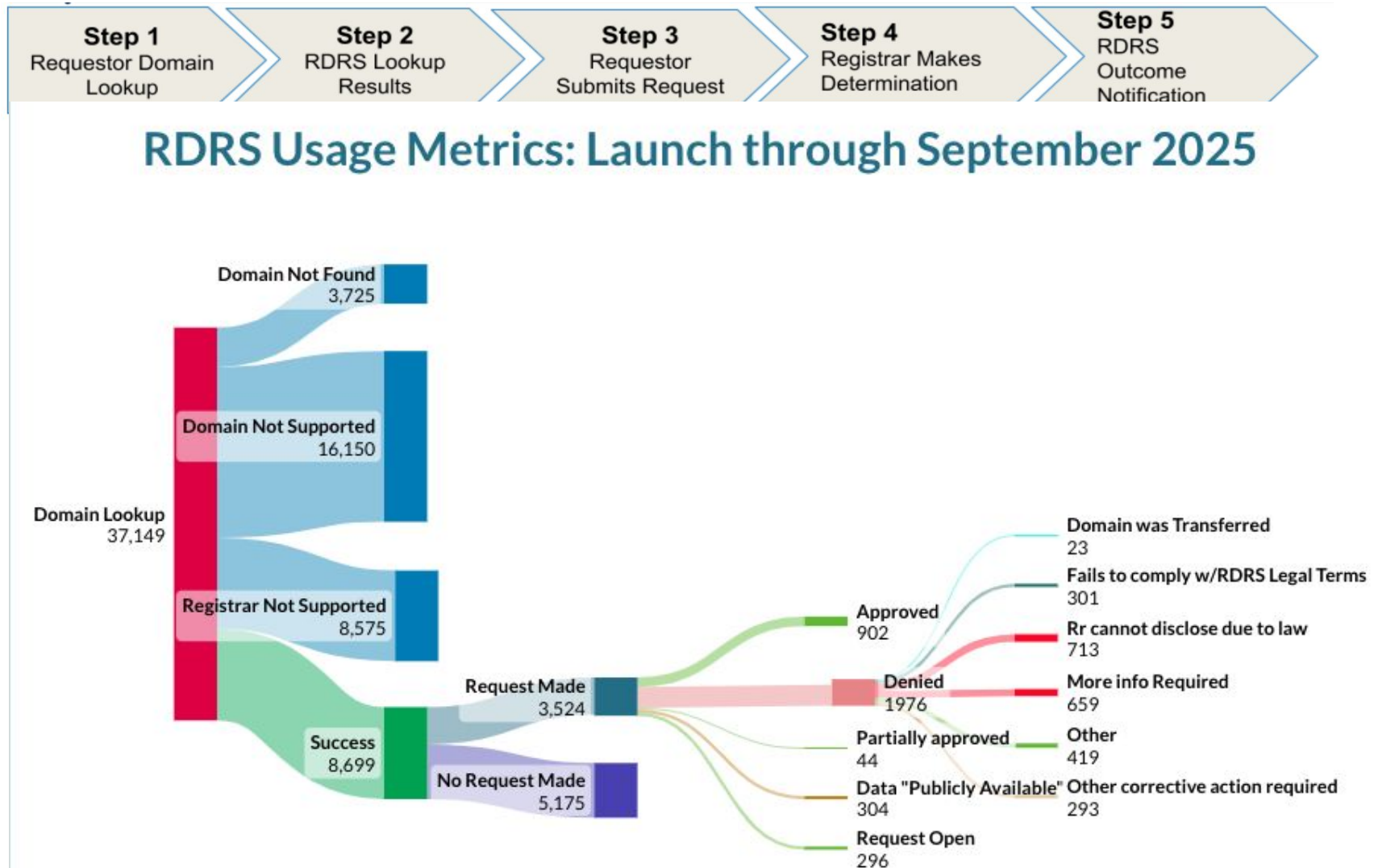


28% of Disclosure Requests are Approved

- 3,226 requests processed and closed since launch.
- 902 approved; 1,976 denied; 44 partially approved; 304 publicly available



Sankey Data Visualization of RDRS Request Outcomes



Engage with ICANN



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