

1. Can ICANN promptly acknowledge receipt of ticket replies from registrars?

ICANN will acknowledge receipt of tickets within three to five business days. If you do not receive any response, please send an email to compliance@icann.org, and include the ticket ID.

2. How can a contracted party receive an extension to respond to a ticket?

A contracted party can initiate a request to ICANN for extension by replying to the complaint ticket. A request should include the reason and demonstrate a level of effort and work underway. ICANN, upon review, typically will grant a reasonable extension.

3. What can a contracted party do if an extension is not granted?

If the contracted party provided a valid reason for a reasonable extension, and its extension request was denied, please send a follow up email to compliance@icann.org, and include the ticket ID.

4. What are the types of notices that Contractual Compliance sends?

There are three types of notices: inquiry, notice and escalated notice. Additional information is at <https://www.icann.org/en/system/files/files/overall-03oct14-en.pdf>.

5. Can an escalated notice bypass a breach and go straight to termination?

Notices that may result in bypassing a notice of breach and resulting in termination are for those identified as such in the 2013 RAA, for example Section 5.5.

6. Can ICANN set up a system where contracted parties can see the status of their complaint?

Efforts are underway to plan the move of the contractual compliance complaint system into the enterprise-wide system. Once this tool is launched, contracted parties will have access to their complaints and their data. The timeline has not yet been finalized for this integration.

7. How can a registrar request a scorecard?

The primary contact should email compliance@icann.org to request a scorecard.

8. Are there trainings for validation/verification?

Please refer to the [2013 RAA Frequently Asked Questions](#) (including links to webinars at the bottom of the page) for the training.

In summary, verify means “to confirm or correct accuracy of Whois data,” and validate means “to ensure format of Whois data is consistent with standards.” Registrars generally must contact the registrant to verify, however the registrant is not able to validate.

9. Why does ICANN insist on validation when it is clear the problem is resolved?

ICANN requires validation to ensure compliance with the 2013 RAA. If validation information is not provided in a response to a Whois inaccuracy complaint, ICANN will request that information.

10. For the audit, why does ICANN mark items deficient when it is simply something that ICANN does not understand?

ICANN marks items as deficient when nothing is provided, otherwise ICANN will follow up with the contracted party for additional clarity or understanding.

11. How can ICANN assure the quality of complaint processing?

ICANN ensures the quality of complaint processing through extensive and regular staff training, oversight by subject matter experts, documented procedures, and regular quality reviews. In addition, ICANN has automated system checks. Please email compliance@icann.org with any suggestions that would provide opportunities for improvement.

12: Can ICANN implement something for different domains with the same Whois data, for example if one domain is verified then all domains are verified?

ICANN will take that under consideration for future system improvements

13: Is the volume of Whois Inaccuracy complaints now bigger than transfer complaints? Is that because of bulk Whois inaccuracy complaints?

Whois inaccuracy complaint volume has consistently been more than transfer complaints, on average approximately seventy percent of complaint volume. The volume is not due to bulk Whois inaccuracy complaints. More information is at <https://features.icann.org/compliance>.

14: When Compliance starts a new complaint type or proactive monitoring, can you please give contracted parties advance notice?

ICANN will communicate changes in complaint types and approaches to the contracted parties in advance.

15: What is Contractual Compliance doing to push back on misconceptions about abuse complaints under the 2013 RAA?

ICANN has and will continue to conduct outreach with registrars, abuse reporters, Intellectual Property rights protection groups and other interested parties to educate and level set regarding expectations and obligations.

16: Can ICANN create standards for registrars to ensure compliance, such as gold star?

ICANN encourages the registrars and the community to initiate and facilitate this effort through the bottom-up, multi-stakeholder model.

17: Is there a direct method for registrars to ask interpretation questions before implementing system changes?

For interpretation questions, please email RAAQuestions@icann.org.

18: Why does ICANN send Whois format notices that are for superficial issues?

ICANN forwards all valid complaints to contracted parties. If there are concerns that the complaint is invalid, please respond to the notice with information demonstrating why the complaint is invalid.

19: Why does ICANN allow people to submit complaints anonymously? Contracted parties should know who is making complaints, which are sometimes abusive.

Anyone, including contracted parties, may submit complaints anonymously. Some complaint types, such as transfer and UDRP, require that the name and email be forwarded to the contracted party. If a contracted party believes an anonymous reporter is using anonymity to file abusive complaints, please respond to the ticket with additional information as ICANN retains the name and email address of the reporter. ICANN will consider how abusive complaints may be addressed.