

ICANN Contractual Compliance

ALAC Meeting

Sunday, 23 March 2014

#ICANN49



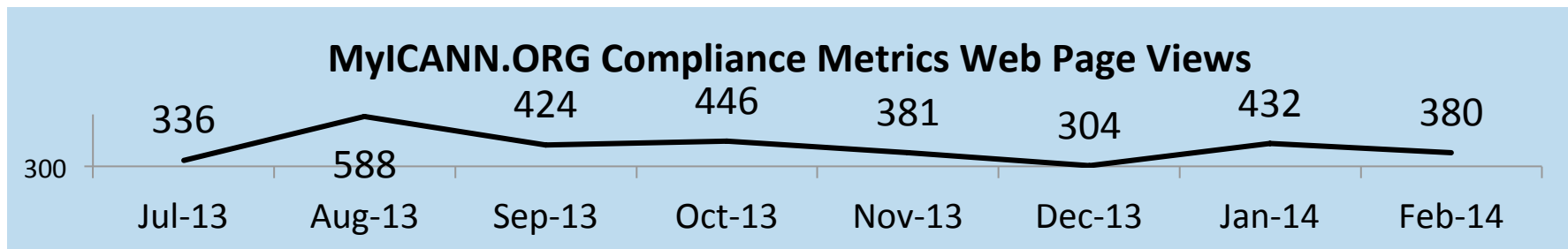
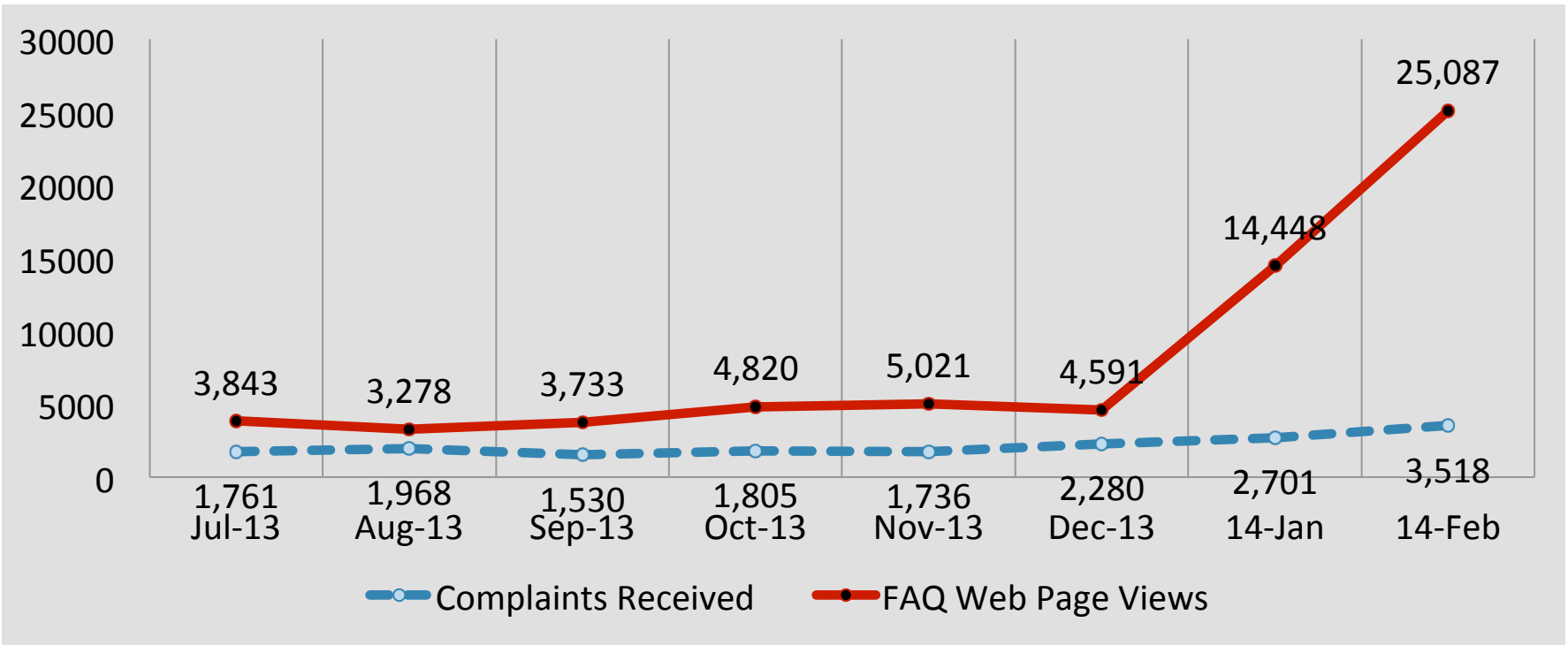
# Agenda

- Compliance General Update
- Clarification of ALAC statement
- Q&A session

# Contractual Compliance Update

- Global presence in Singapore
- “Bulk” Whois Inaccuracy Submission increased to 300/user/week
- Completed 2013 RAA and New Registry Agreements readiness – web forms, Learn More, templates and training
- Audit Program Year-2 in progress
- New Registry Agreement audit plan and detailing in progress
- Closure Codes Follow-up – slides 11-13

# Learn More & MyICANN Web Page Views July 2013 – Feb 2014



# 2013 RAA 12 New Complaint Types

<a href="#"><u>Reseller Agreement</u></a> Section 3.12	<a href="#"><u>Abuse</u></a> Section 3.18
<a href="#"><u>CEO Certification</u></a> Section 3.15	<a href="#"><u>Customer Service Handling Process</u></a> Section 3.7.11
<a href="#"><u>Registrar Information Specification</u></a> Section 3.17 and Registrar Information Specification	<a href="#"><u>Failure to Support DNSSEC, IDNs, and IPv6</u></a> Section 3.19 & Additional Registrar Operation Specification
<a href="#"><u>Whois Format</u></a> Registration Data Directory Service (Whois) Specification	<a href="#"><u>Privacy/Proxy Registration Program</u></a> Section 3.4.1.5 and Specification on Privacy and Proxy Registrations
<a href="#"><u>Whois SLA</u></a> Section 2.2 of Registration Data Directory Service (Whois) Specification	<a href="#"><u>Domain Not in DNS for Non-response to Whois inquiry</u></a> Whois Accuracy Program Specification
<a href="#"><u>Failure to Display Trademark Notice</u></a> Trademark Clearinghouse Rights Protection Mechanism Requirements	<a href="#"><u>Failure to Notify ICANN of Bankruptcy, Conviction or Security Breach</u></a> Section 3.20

# Abuse Reports

## Section 3.18 of the 2013 RAA

- Registrars must take reasonable and prompt steps to investigate and respond appropriately to any reports of abuse
- Law enforcement reports: can be from any applicable jurisdiction
- Registrars must include abuse email & phone number in Whois output
- Abuse email address must be conspicuously on website, and cannot be a web form
- Registrars must inform ICANN of a specific local law or regulation, if a court order is required to investigate reports of abuse.

# Privacy/Proxy Services

## Section 3.4.1.5 and Specification on Privacy and Proxy Registrations

- Privacy service: shows actual registrant's name, but with alternative contact information
- Proxy service: is the registrant, and licenses domain to beneficial user
- Registrant must be contactable for both privacy & proxy services
- Proxy service must be separate legal entity from registrar
- Must verify/validate Whois data as required by 2013 RAA

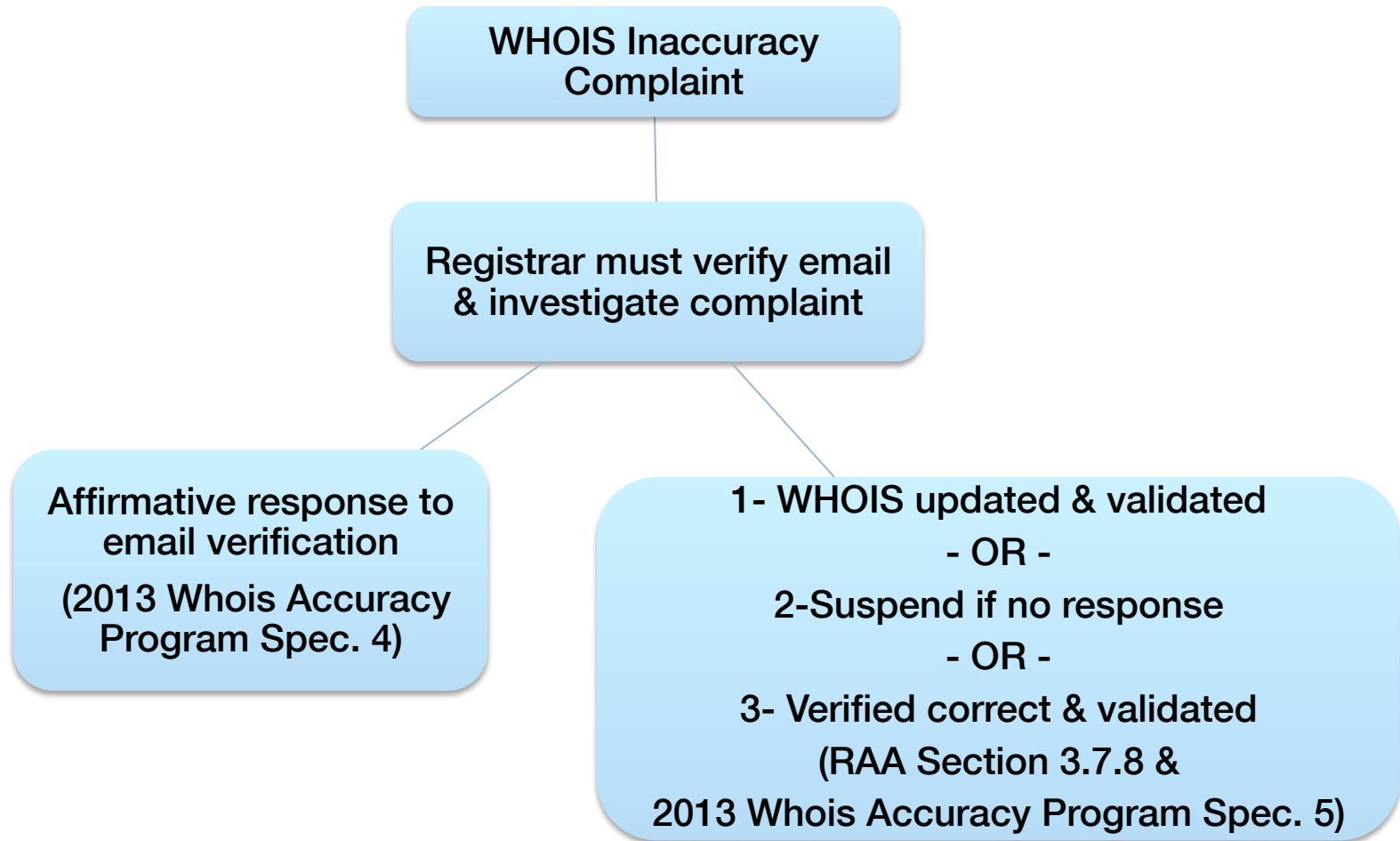
# 2013 RAA Readiness

## Changes to existing complaint types

- Registrar Contact Information
- Whois Verification & Validation
  - Registrar must verify or re-verify email address of the Registered Name Holder (“RNH”) and if different, the Account Holder (“AH”).
  - Domain must be suspended or the registrar must provide proof of manual verification.
  - Registrar must validate all Whois fields for new registration & for Whois inaccuracy complaint (if updated or verified correct)
- Data Retention
- Registrant Benefits and Responsibilities

# Whois Inaccuracy Example

## 2013 RAA



# Registry Complaint Types

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Data Escrow</li><li>• Monthly Reports</li><li>• <a href="#"><u>SLA</u></a></li><li>• <a href="#"><u>Reserved Names</u></a></li><li>• Registry Fees</li></ul>   | <ul style="list-style-type: none"><li>• Wildcard Prohibition</li><li>• Abuse Contact Data</li><li>• Registry Operator Code of Conduct</li><li>• Trademark Claims Notice</li><li>• Continued Operations Instrument</li></ul> |
| <ul style="list-style-type: none"><li>• <a href="#"><u>Sunrise Processes &amp; Procedures</u></a></li><li>• <a href="#"><u>Centralized Zone File Access</u></a></li><li>• Name Collision – SLDs Blocked</li><li>• Post-delegation Procedures<ul style="list-style-type: none"><li>• <a href="#"><u>Public Interest Commitments</u></a></li><li>• <a href="#"><u>Registry Restrictions</u></a></li><li>• <a href="#"><u>Trademark Post-Delegation</u></a></li></ul></li><li>• Rights Protection Mechanism<ul style="list-style-type: none"><li>• Uniform Rapid Suspension</li></ul></li></ul> | <ul style="list-style-type: none"><li>• <a href="#"><u>Failure to Notify ICANN</u></a><ul style="list-style-type: none"><li>• Officer/Board Member Conviction</li><li>• Bankruptcy</li></ul></li></ul>                      |

# ICANN requests clarification re the 27 February 2014 ALAC Statement items #2 and #3

#2. “when the subject of a complaint is not an individual occurrence, but a more wide-spread problem that affects multiple gTLD registrations”.

#3. Just as the UDRP allows multiple related disputes to be filed in the same single complaints, CC should allow multiple, related issues to be raised in a single complaint

**Note:** [Compliance@icann.org](mailto:Compliance@icann.org) email is available for general questions or issues that are not available at <http://www.icann.org/en/resources/compliance/complaints>

# Thank You

Please send general questions:

To: [Compliance@icann.org](mailto:Compliance@icann.org)

Subject line: **ICANN49 ALAC Session**

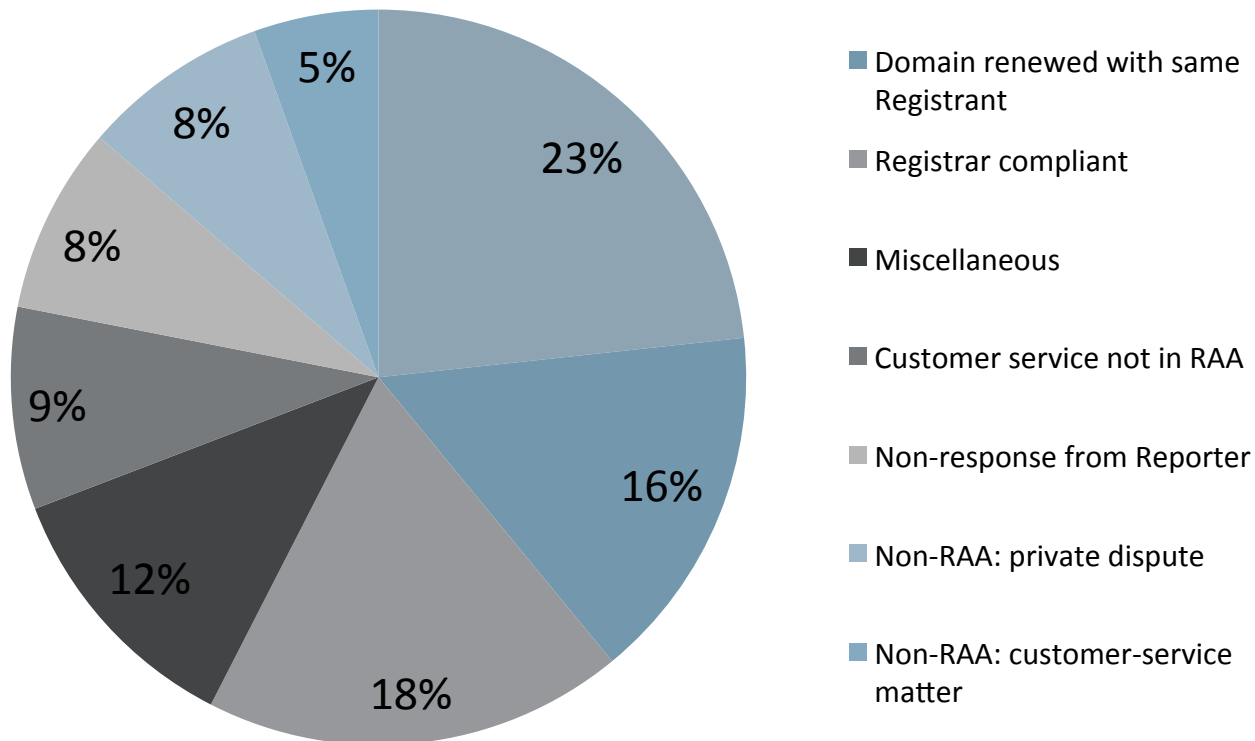
Wednesday 28 March 2014

**Contractual Compliance Outreach Session**  
**10:30 – 12:00**

Location: **A. Padang**

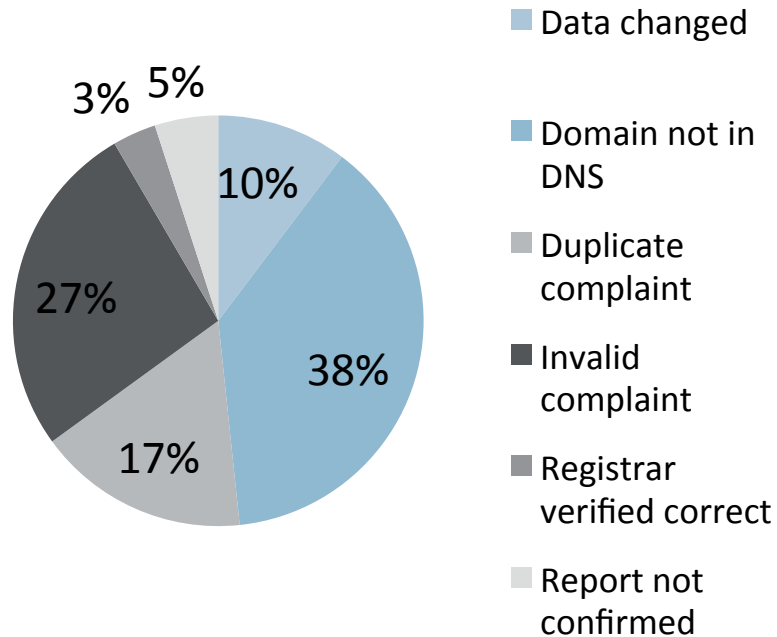
# Follow-up to ICANN 48 Request on Closure Codes - July 2013 – Feb 2014

## Domain Renewal: Closure Reason

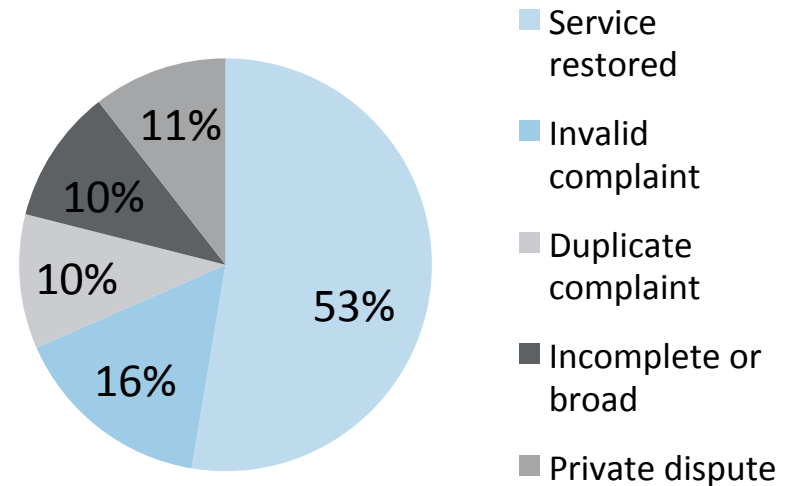


# Follow-up to ICANN 48 Request on Closure Codes - July 2013 – Feb 2014

## Whois Inaccuracy: Closure Reason

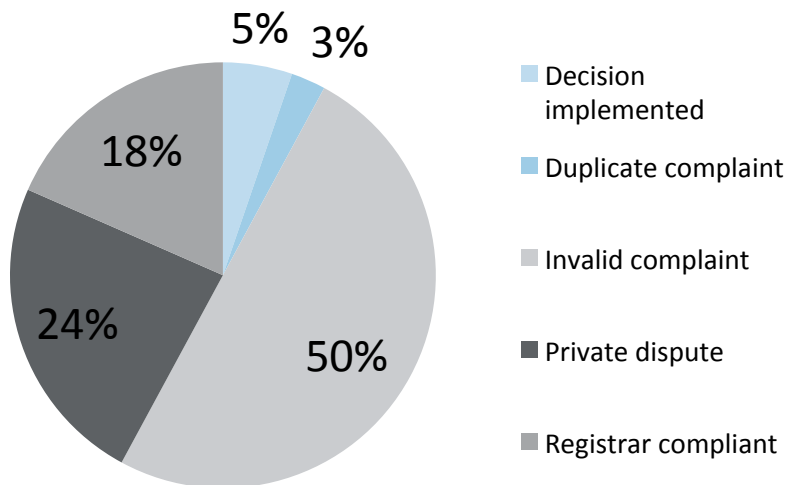


## Whois Unavailable: Closure Reason



# Follow-up to ICANN 48 Request on Closure Codes - July 2013 – Feb 2014

## UDRP: Closure Reason



## Transfer: Closure Reason

