ICANN Contractual Compliance

IPC Meeting

Tuesday, 25 March 2014
Agenda

- Compliance General Update
- Q&A session
Contractual Compliance Update

- Global presence in Singapore and Turkey
- Completed 2013 RAA and New Registry Agreement readiness – web forms, Learn More, templates and training
- Audit Program Year-2 in progress
- New Registry Agreement audit plan and detailing in progress
- “Bulk” Whois Inaccuracy Submission increased to 300/user/week
- Closure Codes Follow-up – slides 12-14
Learn More & MyICANN Web Page Views
July 2013 – Feb 2014

MyICANN.ORG Compliance Metrics Web Page Views

Complaints Received vs FAQ Web Page Views
Whois Inaccuracy Verification & Validation Summary

- Registrar must verify or re-verify email address of the Registered Name Holder ("RNH") and if different, the Account Holder ("AH").
- The domain must be suspended or the registrar must provide proof of manual verification.
- 1st notice response deadline will remain 15 business days.
- Beginning with the second notice, ICANN will inquire why registrars did not suspend or delete registrations.
- 2 concurrent parallel tracks

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Whois Inaccuracy Example
2013 RAA

Whois Inaccuracy Complaint

Registrar must verify email & investigate complaint

Affirmative response to email verification
(2013 Whois Accuracy Program Spec. 4)

1- Whois updated & validated
   - OR -
2- Suspend if no response
   - OR -
3- Verified correct & validated
   (RAA Section 3.7.8 & 2013 Whois Accuracy Program Spec. 5)
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
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.
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<tr>
<th>New Complaint Types</th>
<th>2013 RAA 12 New Complaint Types</th>
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<td><strong>Abuse</strong></td>
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<td>Section 3.12</td>
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<td><strong>CEO Certification</strong></td>
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<td><strong>Registrar Information Specification</strong></td>
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<td><strong>Whois Format</strong></td>
<td><strong>Privacy/Proxy Registration Program</strong></td>
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<td>Registration Data Directory Service (Whois) Specification</td>
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<td><strong>Whois SLA</strong></td>
<td><strong>Domain Not in DNS for Non-response to Whois inquiry</strong></td>
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<td>Section 2.2 of Registration Data Directory Service (Whois) Specification</td>
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<td><strong>Failure to Display Trademark Notice</strong></td>
<td><strong>Failure to Notify ICANN of Bankruptcy, Conviction or Security Breach</strong></td>
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<td>Trademark Clearinghouse Rights Protection Mechanism Requirements</td>
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## Registry Complaint Types

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<td>• Data Escrow</td>
<td>• Wildcard Prohibition</td>
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<td>• Monthly Reports</td>
<td>• Abuse Contact Data</td>
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<td>• <strong>SLA</strong></td>
<td>• Registry Operator Code of Conduct</td>
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<td>• <strong>Reserved Names</strong></td>
<td>• Trademark Claims Notice</td>
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<td>• Registry Fees</td>
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<td>• <strong>Sunrise Processes &amp; Procedures</strong></td>
<td>• <strong>Failure to Notify ICANN</strong></td>
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<td>• <strong>Centralized Zone File Access</strong></td>
<td>• Officer/Board Member Conviction</td>
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<td>• Name Collision – SLDs Blocked</td>
<td>• Bankruptcy</td>
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<td>• Post-delegation Procedures</td>
<td>• <strong>Rights Protection Mechanism</strong></td>
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<td>• <strong>Public Interest Commitments</strong></td>
<td>• <strong>Uniform Rapid Suspension</strong></td>
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<td>• Registry Restrictions</td>
<td>• <strong>Trademark Post-Delegation</strong></td>
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<td>• <strong>Officer/Board Member Conviction</strong></td>
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<td>• <strong>Bankruptcy</strong></td>
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Thank You

Please send general questions:
To: Compliance@icann.org
Subject line: ICANN49 IPC Session

Wednesday 28 March 2014
Contractual Compliance Outreach Session
10:30 – 12:00
Location: A. Padang

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

Domain Renewal: Closure Reason

- Duplicate complaint: 18%
- Domain renewed with same Registrant: 23%
- Registrar compliant: 8%
- Miscellaneous: 5%
- Customer service not in RAA: 12%
- Non-response from Reporter: 9%
- Non-RAA: private dispute: 8%
- Non-RAA: customer-service matter: 8%
Follow-up to ICANN 48 Request on Closure Codes - July 2013 – Feb 2014

**Whois Inaccuracy: Closure Reason**
- Data changed: 38%
- Domain not in DNS: 10%
- Duplicate complaint: 27%
- Invalid complaint: 17%
- Registrar verified correct: 5%
- Report not confirmed: 3%

**Whois Unavailable: Closure Reason**
- Service restored: 53%
- Invalid complaint: 16%
- Duplicate complaint: 11%
- Incomplete or broad: 10%
- Private dispute: 10%

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

UDRP: Closure Reason

- Decision implemented: 5%
- Duplicate complaint: 18%
- Invalid complaint: 24%
- Private dispute: 50%
- Registrar compliant: 3%

Transfer: Closure Reason

- Duplicate Complaint: 12%
- Invalid Complaint: 20%
- Authcode provided/domain unlocked: 19%
- Transfer completed: 19%
- Registrar demonstrated compliance: 10%
- Non-response from Reporter: 4%
- Transfer Denied for valid reason: 3%
- Miscellaneous: 3%

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