

ICANN Contractual Compliance

Registrar Stakeholder Meeting

Tuesday, 25 March 2014

#ICANN49



Agenda

- + General Update
- + 2013 RAA Discussion and Clarification
- + Question Answer Session

Contractual Compliance Update

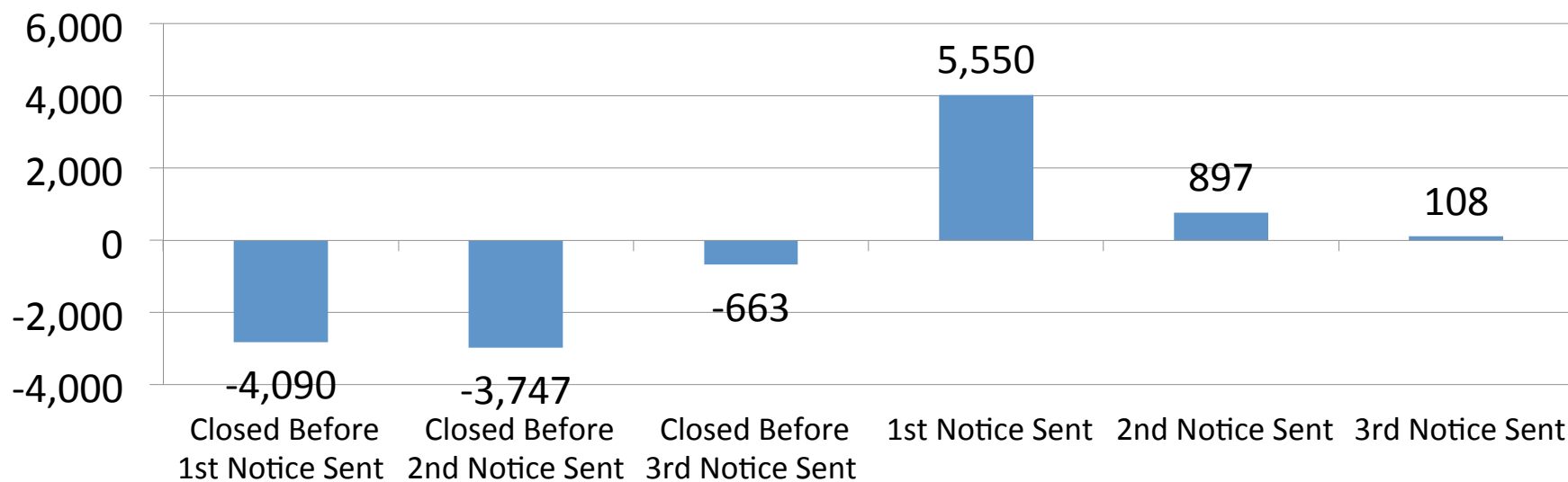
- Global presence in Singapore and Turkey
- “Bulk” Whois Inaccuracy Submission increased to 300/user/week
- Completed 2013 RAA and New Registry Agreement readiness – web forms, Learn More, templates and training
- Audit Program Year-2 in progress
- New Registry Agreement audit plan and detailing in progress

Complaints per Notification Cycle

Nov 2013 – Feb 2014

Closure Rate 62%

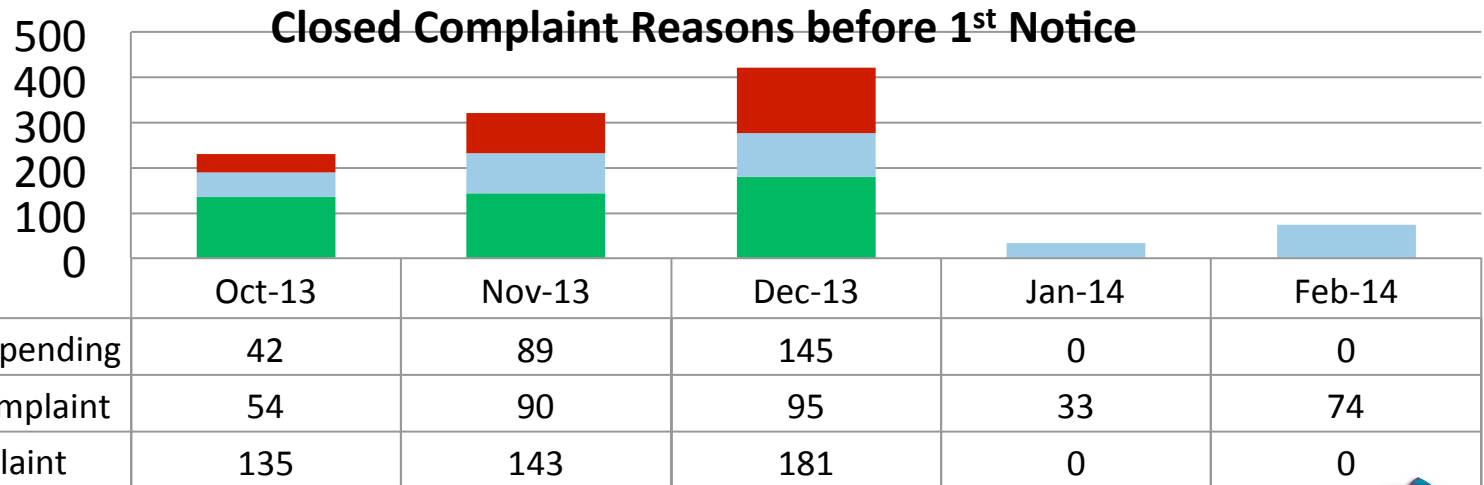
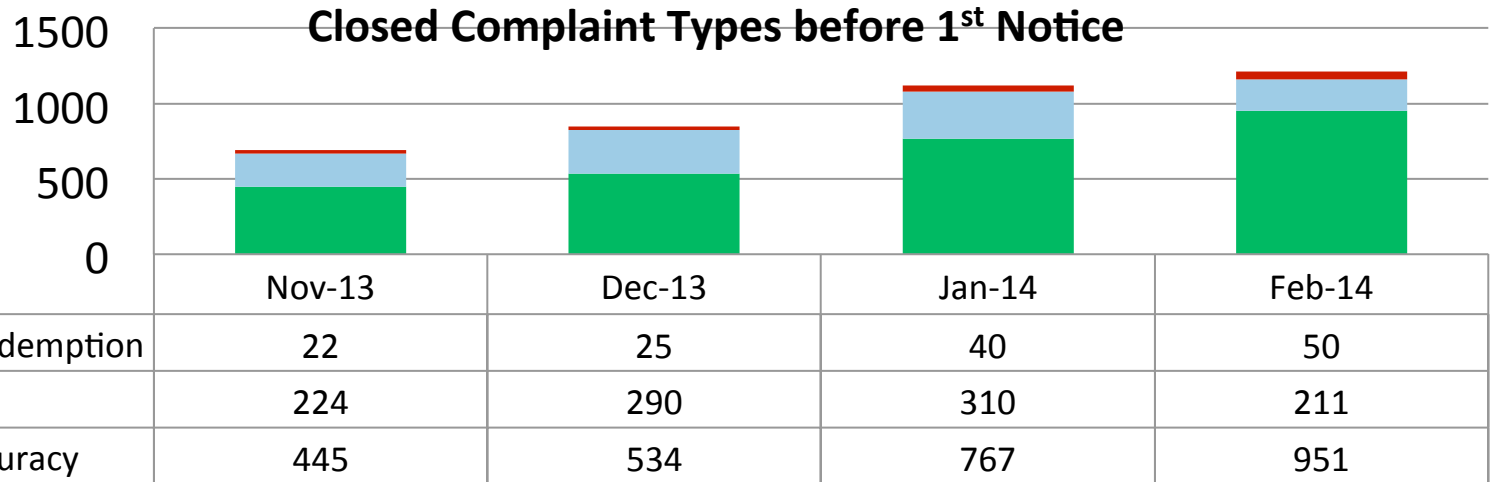
<i>Complaint Summary</i>	Nov - Feb Total Complaints Processed	Nov - Feb Complaints Closed	Nov - Feb Complaints Remaining Open	Complaints Remaining Open After Oct 31
	13,890	8,601	5,289	1,587



29% complaints closed before sending to Registrar

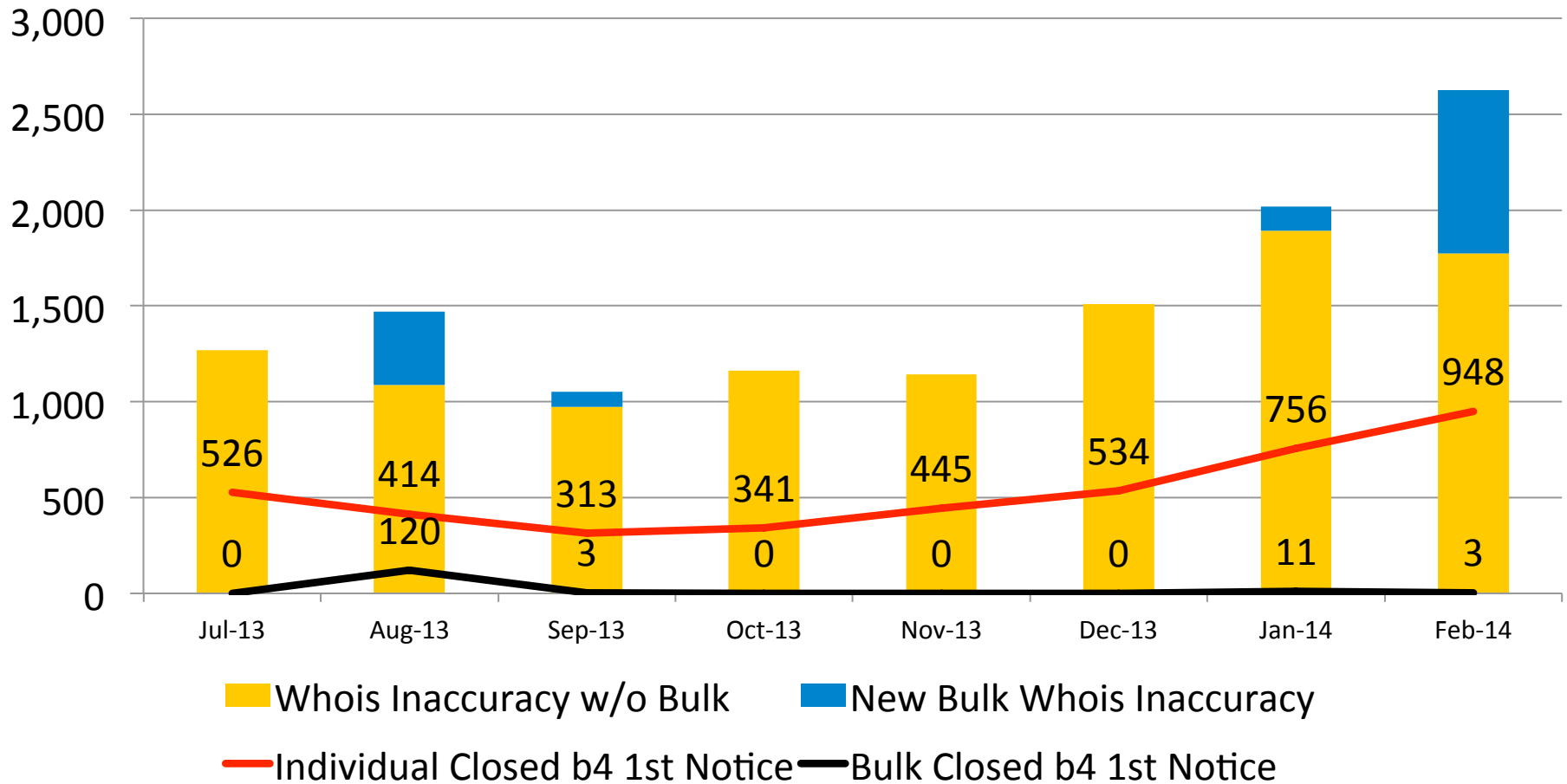
Complaint Type & Closure Reasons – Top 3

Nov 2013 – Feb 2014



Whois Inaccuracy Volumes

July 2013 – Feb 2014



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

Whois Inaccuracy Requirements

Section 4 of Whois Accuracy Program Specification

- Receipt of Notice starts 15-calendar day timeline.
- Registrar must verify or re-verify email address of the Registered Name Holder (“RNH”) and if different, the Account Holder (“AH”).
- Registrar must demonstrate an affirmative response from the RNH to verify.
- If Registrar does not receive affirmative response from the RNH within 15 days, the domain must be suspended or the registrar must provide proof of manual verification.
- If Registrar does not receive affirmative response from AH, must provide proof of manual verification.

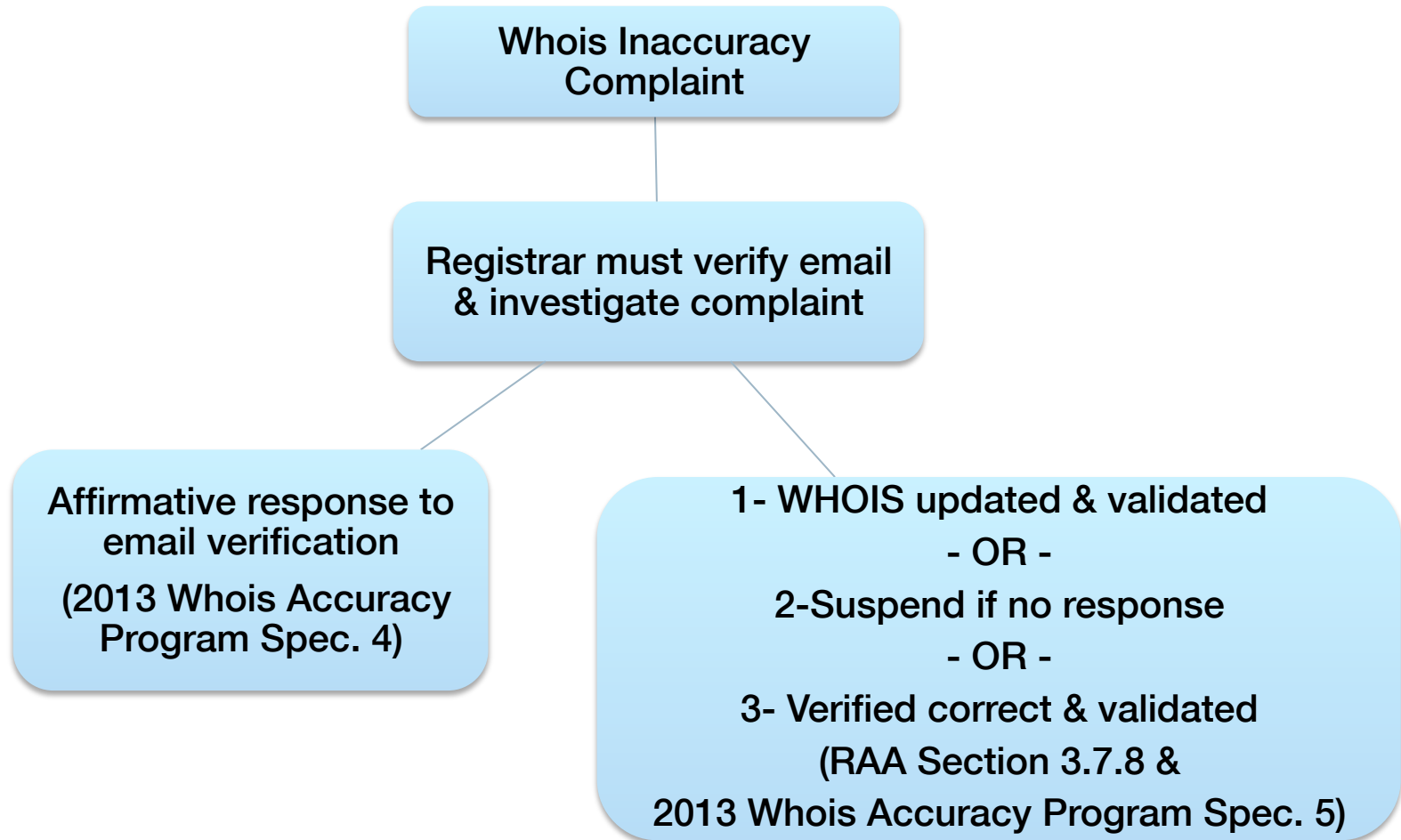
Suspension not required.

Whois Inaccuracy

Section 3.7.8 & Section 5 of Whois Accuracy Program Specification

- Registrar sends inquiry to RNH- starts 15-calendar day timeline.
- ICANN looking for three results
 1. WHOIS updated (within 15 days of inquiry sent to RNH)
Registrar provides validation (and verified updates, including affirmative responses if previously verified email or phone was updated).
 2. No Response from RNH within 15 calendar days-
Domain suspended/terminated until Registrar has validated information
 3. Registrar verified WHOIS information correct (within 15 days of inquiry sent to RNH) and Registrar has provided documentation of verification

Whois Inaccuracy Example 2013 RAA



Whois Format Requirements

2013 RAA

- Whois output must match sample in Registration Data Directory Service (Whois) Specification
- 5 common Whois formatting problems identified by ICANN:
 1. Extra fields/wording (e.g., links to registrar's website, sales information)
 2. Legal disclaimer before Registrant information
 3. Fields out of order
 4. Required fields missing
 5. Incorrect spacing (e.g., extra blank lines between fields or more than one space after the colon)

Registrar Information Specification

Section 3.17 & Registrar Information Specification (2013 RAA)

- Must provide ICANN completed RIS after execution of RAA
- Additional website posting requirements (contact information, officer information, and parent entity)
- Most typical issues:
 - Not providing supporting documentation per RIS Section 6 demonstrating the entity is in good standing
 - Providing incomplete information

Abuse Reports Requirements

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 cannot require a court order to investigate reports of abuse, unless they inform ICANN of a specific local law or regulation

Registration Data & Records

Sections 3.4.2 & 3.4.3

Registrars are:

- Required to maintain and provide registration data and records of written communications
- Registrars are responsible for maintaining data and documents and providing them to ICANN regardless of the business model (reseller)
- Registrars under 2013 RAA may retain/provide less records per Data Retention Waiver, or by providing specific details to ICANN of law/regulation prohibiting such retention/disclosure

Privacy/Proxy Services

Section 3.4.1.5 and Specification on Privacy and Proxy Registrations (2009/2013 RAA)

- 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

Additional Resources

- Learn more about ICANN Compliance
<http://www.icann.org/en/resources/compliance>
- Monthly Updates in 6 UN languages
<http://www.icann.org/en/resources/compliance/reports>
- Compliance Metrics on MyICANN
- FAQ and complaint submission page
<http://www.icann.org/en/resources/compliance/complaints>

Thank You

Please send general questions:

To: Compliance@icann.org

Subject line: **ICANN49 RSG Session**

Wednesday Contractual Compliance Outreach
Session 10:30 – 12:00 at A. Padang

Thursday Contractual Compliance Registrar
Outreach Session: 9:00 - 10:30 at Morrison

2013 RAA 12 New Complaint Types

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