

ICANN's Contractual Compliance Program

Tuesday, 25 October 2011



Agenda

- General Updates
- Going Forward
- Feedback

One World

One Internet



Dakar
SÉNÉGAL
N°42 23 - 28 October 2011



Our Vision, Mission and Approach

ICANN's Vision

One World. One Internet.



Contractual Compliance's Vision

To be a "trusted"
Contractual
Compliance
service provider

ICANN's Mission

To coordinate, at the overall level, the global Internet's systems of unique identifiers, and in particular to ensure the stable and secure operation of the Internet's unique identifier systems.



Contractual Compliance's Mission

To preserve the security, stability and resiliency of the Domain Name System and to promote consumer trust

ICANN's Approach

Open and Transparent
Equitable Treatment



Contractual Compliance's Approach

Prevention through collaboration
Transparency through communication
Enforcement

Contractual Compliance Regime For new gTLD readiness within the Multi-stakeholder Model

2012 Focus Areas

- Process Mapping
- Standardized Procedures
- Exploring new Metrics
- Enhance Communications
- Enhance Collaboration
- Staffing Assessment
- January 2013 string delegation

**FORMAL
RESOLUTION**
Terminations
Breach Notices

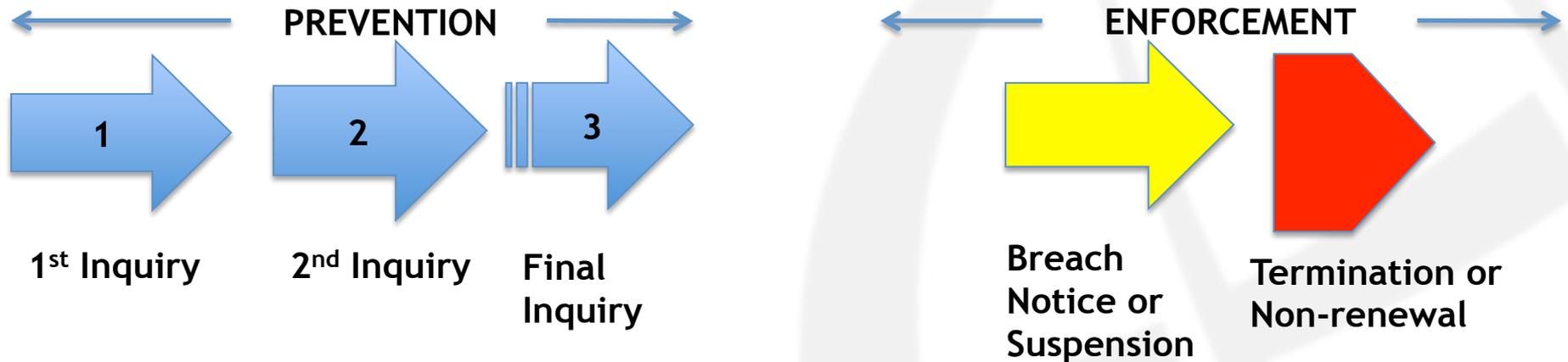
INFORMAL RESOLUTION
Inquiries & Warnings
Advice & Persuasion

PREVENTATIVE ACTIVITES
Monitoring Audits
Education & Outreach

SELF-REGULATION
Annual Self-assessment
Industry Best Practice



Contractual Compliance Cycle



Once a breach notice is sent -

- ✓ **Publish** the notice on the website
- ✓ Continue to work during the cure period
- Publish updates regarding the breach**
- ✓ Publish termination or non-renewal

LE Referrals Received

May-Oct 2011

Raised by: US (FBI, DEA, FDA) and UK - SOCA

Four types of activities at issue:

- Registrant activities regarding online illegal pharmacies
- Inaccurate Registrar contact data
- Registrants Malware spreading thru domain names
- Ongoing verification of allegations of Spam + trademark violation reports

ICANN's primary role: To determine if there is an RAA violation and take action as appropriate



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Improve Communication

- Contact ICANN if your registrar and registry:
 - encounters serious operational problems (emergency or natural disaster); or
 - detects a serious non-compliance issue
- So that, **TOGETHER**, we can work towards:
 - Better coordinating appropriate response
 - Better informing community of problem/issue
 - Minimizing harm/damage



Focus on Prevention

Prevention is the key

- Know the contractual obligations
- Train customer services/compliance staff
- Educate
- Keep contact information up to date
- Respond to ICANN's inquiries/correspondence
- Work with ICANN to resolve issues

Cure breach in a timely manner



Feedback

- What are your expectations from Contractual Compliance?
- What issues or challenges?
- What information is valuable to you?

Please send your feedback to Compliance@icann.org.
Title message: Feedback



Wednesday Outreach Sessions

Room B-8

9:00 - 10:30 Registrar Self-Assessment

10:45 - 12:00 Q&A/Discussion

2:00 - 3:30 Registrar Data Escrow

3:30 - 5:00 Q&A / Discussion



Thank You

