

Contractual Compliance

A stylized world map composed of a grid of small dots, rendered in a light blue color against a dark blue background. The map is centered and occupies the middle portion of the slide.

Registry Outreach for
delegated TLDs

19 November 2013



Agenda

- + Compliance General Overview
- + Compliance Scope
- + Q&A session

Vision – Mission - 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 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

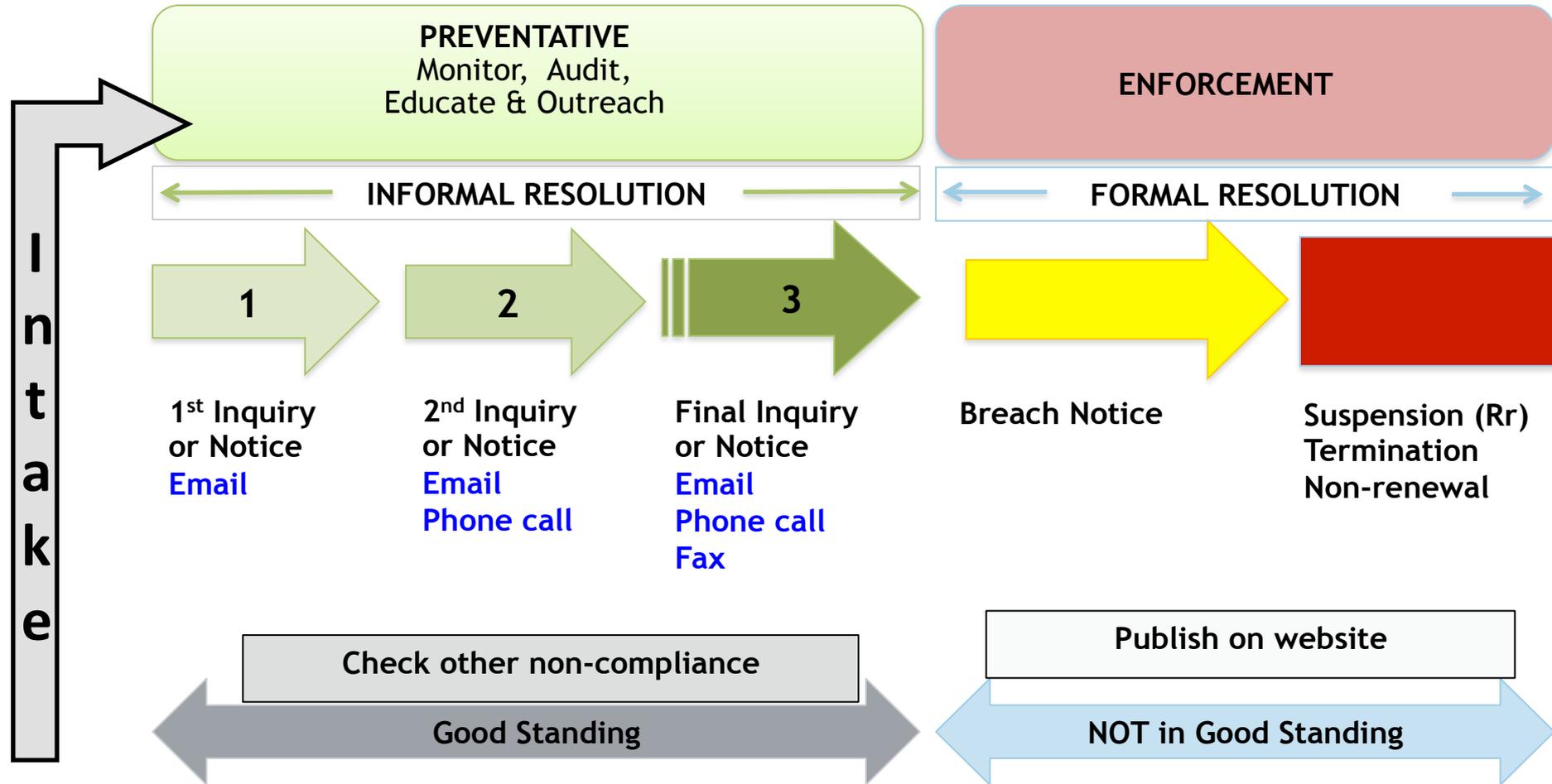
Open and Transparent
Equitable Treatment



Contractual Compliance's Approach

Prevention through collaboration
Transparency through communication
Enforcement

General Compliance Approach with Fact-based Decisions



Published at: <http://www.icann.org/en/resources/compliance/approach-processes>

Complaint Navigation, FAQs & Forms

Internet Corporation for Assigned Names and Numbers

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RESOURCES > COMPLIANCE

ccTLDs
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Staff
Registries
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TLD Acceptance

Contacting ICANN Regarding Contractual Compliance Complaint

Please refer to the table below to address the most common complaints ICANN receives on accredited registrars that may be in violation of the Registrar Accreditation Agreement (RAA) and/or the consensus policies.

"Learn More" links to Frequently Asked Questions on common topics. The "Take Action" column links to the appropriate form to file a complaint or lookup data.

Some complaints are outside of ICANN's scope and authority, for example, unsolicited commercial email, or spam. For this type of complaint, a referral is provided.

Help With?	Learn More	Take Action
Country Code Domain Names (ccTLDs)	About ccTLD Compliance	ccTLD Compliance
Domain Name Dispute/UDRP	About Domain Name Dispute/UDRP	Domain Name Dispute/UDRP
Domain Name Management	About Domain Name Management	Domain Name Management
Domain Name Transfer to a Different Registrar	About Domain Name Transfer to a Different Registrar	Transfer Domain Name to Different Registrar
Domain Renewal/Redemption	About Domain Renewal/Redemption	Domain Renewal/Redemption
IP Infringement & Cybersquatting	About IP Infringement & Cybersquatting	IP Infringement & Cybersquatting
New gTLDs	About New gTLDs	New gTLD Customer Service
Registrars	About Registrar Compliance	Registrar Compliance
Spam, Phishing & Website Content	About Spam, Phishing & Website Content	Spam, Phishing & Website Content
Whois Complaints	About Whois Complaints	Whois Complaints
Whois Inaccuracy	About Whois Inaccuracy	Whois Inaccuracy Complaint Form

Link to Complaint page is <http://www.icann.org/en/resources/compliance/complaints>



Complaint Management Guidelines

Registry receives an inquiry or a notice...now what?

- + **Please RESPOND** directly to the email
- Do NOT edit subject line
- Attachments should not be greater than 4MB
- Attachment file formats .pdf,.doc(x), .txt
- Do not send emails directly to compliance-tickets@icann.org

Complaint Closure includes a Pulse survey

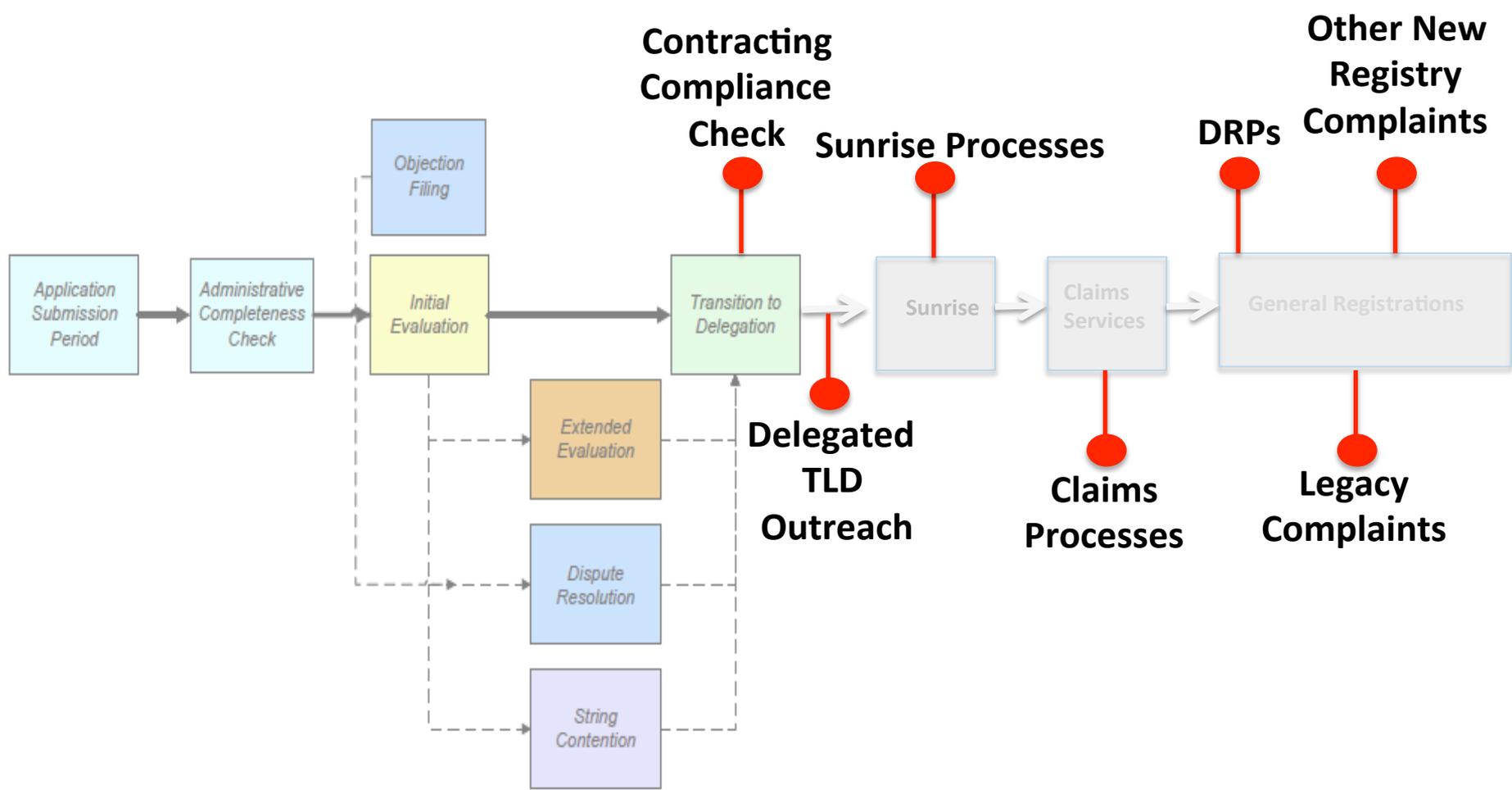
The objective of the survey is to seek feedback, to measure the satisfaction level, and to determine specific areas for improvement in the complaint submission and management process

- + Registrar / Registry Survey
- + Reporter Survey

Please refer to appendix for the survey questions.

New Registry Agreement Efforts

Applicant Guidebook Timeline



Link to ICANN.org:
<http://www.icann.org/en/resources/compliance/registries>



Compliance Scope

- + The Registry Agreement and applicable Consensus Policies
- + The Dispute Resolution Procedures
 - Public Interest Commitments
 - Community Registration Restrictions
 - Trademark Post-Delegation
 - Uniform Rapid Suspension
- + The Sunrise Processes
- + The Claims Services Processes
- + The Audit is limited to the representations and warranties in Article 1, and the covenants in Article 2

Registry Complaints

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

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: ICANN48 Registry Outreach Session

**Wednesday Contractual Compliance Outreach
Session 8:30 – 10:00**

Room: Golden Horn

