Update Since ICANN 52

- Update related to Registrars & RAA Compliance efforts
- Update related to Registries & RA Compliance efforts
- Questions and Answers
Update related to Registrars & RAA Compliance efforts since ICANN 52
RAA Lessons Learned Summary & Guidelines

1. **Whois Accuracy Program Specification**
   Distinguishing between verification and validation

2. **Abuse Reports Requirements**
   Establishing investigative processes

3. **Domain Renewal Requirements**
   Sending timely reminders to registered name holder

4. **General UDRP Issue**
   Verifying with UDRP providers and preventing improper transfer

5. **Inter-Registrar Transfer**
   Using the correct Forms of Authorization (FOAs)
ICANN looking for one of three results to Whois inaccuracy complaint:

- Whois updated within 15 days of notifying RNH – registrar provided documentation of validation of updates and verification (including affirmative response or manual verification)
- No response from RNH within 15 days of notifying RNH – domain suspended until registrar has verified information
- Whois verified as accurate (no change) within 15 days of notifying RNH – registrar provided documentation of verification

ICANN may also request evidence of WAPS fulfillment under Section 1
ICANN confirms that reporter sent abuse report to registrar abuse contact before sending complaint to registrar.

ICANN could request the:
- Steps taken to investigate and respond to abuse report
- Time taken to respond to abuse report
- Correspondence with complainant and registrant
- Link to website’s abuse contact email and handling procedure
- Location of dedicated abuse email and telephone for law-enforcement reports
- Whois abuse contacts, email and phone

Examples of steps registrars took to investigate and respond to abuse reports:
- Contacting registrant
- Asking for and obtaining evidence or licenses
- Providing hosting provider info to complainant
- Performing Whois verification
- Performing transfer upon request of registrant
- Suspending domain
2. Abuse Reports – Resolve Codes

- Abuse contact info published on registrar website
- Added required abuse information in Whois output
- Abuse report handling procedures published on registrar website

- Registrar suspended or canceled domain

- Registrar demonstrated that it maintained abuse records

- Registrar responded to abuse report (non-LEA), including:
  - Communicating report to registrant
  - Registrant provides copy of government license
  - Reporter removed from email distribution list (spam complaint)
  - Website content in complaint removed

- Registrar responded to LEA illegal activity reports

- Registrar documented valid non-action, including
  - Registrar previously responded to complaint
  - Invalid abuse complaint

- Registrar now monitoring abuse email address/phone

- Registrar showed email/phone already published
Abuse Complaint Type & Top Closure Reasons (January – May 2015)

- Requested evidence not provided: 52.5%
- Invalid TLD: 15.3%
- Duplicate complaint: 11.9%
- Domain suspended or canceled: 8.5%
- Responded to abuse report (non-LEA): 11.9%
Whois ARS Contractual Compliance Pilot Overview

Goal of Compliance Pilot:
- To test the proof of concept of using Whois ARS data to generate and forward valid Whois inaccuracy and Whois format complaints to registrars

Summary of Events from January – April 2015:
- Telephone and email inaccuracy reports sent to contractual compliance
- Conducted Initial review and validation of the data and collaborated with the Whois ARS ICANN and vendors
- Uploaded the data into the complaint processing system
- Began processing complaints
- Stopped processing to address data issues based on registrar feedback
- Resumed complaint processing
- Closed complaints in system if data was incomplete or did not meet the contractual criteria
Update related to Registries & RA Compliance efforts since ICANN 52
RA Lessons Learned Summary & Guidelines

1. **Abuse Contact Data**
   Required elements to be published

2. **Zone File Access Requirements (CZDS)**
   Reasons for denial of access

3. **Controlled Interruption (CI)**
   Complying with Name Collision Assessment Letter(s)

4. **Uniform Rapid Suspension (URS)**
   Complying with lock and suspension requirements

5. **List of Registered Domain Names (LORDN)**
   Clarifications on uploading LORDN files to the Trademark Database
Registry Complaint Types & Top Closure Reasons (January – May 2015)

Zone File Access
- Ry Fixed issue 34.0%
- ZFA complaint incomplete 10.9%
- Duplicate complaint (open) 9.2%
- Duplicate complaint (closed) 1.3%
- Ry Demonstrated Compliance 44.5%

Data Escrow
- DEA notice fixed 64.3%
- Missed deposit resumed 12.2%
- Ry Operator notice fixed 12.2%
- 1st deposit initiated 10.2%
- Invalid TLD 1.0%
Registry Complaint Types & Top Closure Reasons (January – May 2015)

SLA
- Invalid TLD: 75.0%
- Ry Fixed issue: 23.4%
- Blocked SLD
- Confirmed
- Requested evidence not provided: 1.6%

Reserved Names/Controlled interruption
- Ry Fixed issue: 48.8%
- Blocked SLD Confirmed: 27.9%
- Reserved Name protected: 9.3%
- Ry Demonstrated Compliance: 11.6%
- Complaint outside of scope (Ry): 2.3%
Registry Complaint Types & Top Closure Reasons (January – May 2015)

**Code of Conduct**
- Ry Fixed issue: 30.0%
- Ry Demonstrated Compliance: 40.0%
- Invalid Ry: 30.0%

**Abuse Contact Data**
- Invalid Ry: 38.9%
- Ry Fixed issue: 11.1%
- Contact Data published: 50.0%
The ICANN 53 presentations are available at:

- The outreach page at this link
  https://www.icann.org/resources/compliance/outreach

- The ICANN 53 Schedule page at this link
  http://buenosaires53.icann.org/en/schedule-full
for access to meeting objective, audio and material by meeting.
Appendix

- Audit Activities Update
- Metrics
- Policy Efforts and Update
Year-three Audit Program launched October 2014 and completed May 2015
- 316 Registrars originally selected
- Five Registrars rolled over from Year-two
- Five “legacy” Registry Operators
- Two Registrars terminated due to inability to provide requested documentation
- Five Registrars terminated prior to the commencement of the audit
- The audit report will be published in July 2015

New Registry Agreement Audit Program
- Launched another round in March 2015
- 11 Registries selected
- Scheduled to complete July 2015

Preparing for 2013 RAA and future rounds of the new RA audits

Link to the ICANN Contractual Compliance Audit Page:
https://www.icann.org/resources/pages/pages/audits-2012-02-25-en
Global Complaint Trend June 2014 – May 2015

* Includes tickets with no assigned geography

Africa - 2 complaints in Jun; 8 in Jul; 3 in Aug; 5 in Sep; 1 in Oct; 1 in Nov; 9 in Jan; 1 in Feb; 3 in Mar; 15 in Apr; 5 in May
Global Complaint Trend January – May 2015

* Includes tickets with no assigned geography
Regional Registrar & Registry Complaints (January – May 2015)

<table>
<thead>
<tr>
<th>Region</th>
<th>Domain Volume (as of Feb 2015)</th>
<th># Complaints</th>
<th>% Complaints per Domain Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>N. America</td>
<td>105.5M</td>
<td>7,077</td>
<td>.007%</td>
</tr>
<tr>
<td></td>
<td>1,265</td>
<td>295</td>
<td>23.3%</td>
</tr>
<tr>
<td></td>
<td>338</td>
<td>223</td>
<td>66.0%</td>
</tr>
<tr>
<td>Latin America</td>
<td>0.9M</td>
<td>133</td>
<td>.015%</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>12</td>
<td>52.2%</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>6</td>
<td>60.0%</td>
</tr>
<tr>
<td>Europe</td>
<td>25.5M</td>
<td>1,677</td>
<td>.007%</td>
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<tr>
<td></td>
<td>181</td>
<td>99</td>
<td>54.7%</td>
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<tr>
<td></td>
<td>234</td>
<td>158</td>
<td>67.5%</td>
</tr>
<tr>
<td>Asia/A/P</td>
<td>28.0M</td>
<td>9,562</td>
<td>.034%</td>
</tr>
<tr>
<td></td>
<td>217</td>
<td>137</td>
<td>63.1%</td>
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<tr>
<td></td>
<td>145</td>
<td>84</td>
<td>57.9%</td>
</tr>
<tr>
<td>Africa</td>
<td>28,313</td>
<td>33</td>
<td>.117%</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>5</td>
<td>62.5%</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>3</td>
<td>75.0%</td>
</tr>
</tbody>
</table>

**LEGEND**

- Domain Volume (as of Feb 2015)
- # registrars per region
- # registries per region
- # complaints
- % complaints per domain volume
- # registrars w/ complaints
- % registrars with complaints per region
- # registries w/ complaints
- % registries with complaints per region
Regional Registrar & Registry Turnaround Time (January – May 2015)

TAT = Average Turnaround Time, in Business Days
Regional Registrar and Registry Turn Around Time

TAT = Average Turnaround Time, in Business Days
Running Balance Scorecard (January – May 2015)

Complaint Distribution

- WHOIS INACCURACY: 73.03%
  - TRANSFER: 12.55%
- DOMAIN RENEWAL: 1.86%
- ZONE FILE ACCESS: 1.61%
- WHOIS FORMAT: 1.52%
- DATA ESCROW (Rr): 1.03%
- DOMAIN DELETION: 1.00%
- MISC: 7.40%

New Complaints Sub-total
- REGISTRAR: 18,490
- REGISTRY: 927
- Total New Complaints Received: 19,417
- Total Prior Month Carryover: 8,500
- Total Complaints Received: 27,917

Complaints Closed
- Volume Closed Before 1st Notice: 8,142
- Volume Closed Before 2nd Notice: 9,267
- Volume Closed Before 3rd Notice: 1,090
- Volume Closed Before Enforcement: 177
- Volume Closed After Enforcement*: 72
- Total Closed: 18,748

Complaints Open (Carryover)
- Volume Open Before 1st Notice Sent: 3,060
- Volume Open in 1st Notice Sent: 5,417
- Volume Open in 2nd Notice Sent: 525
- Volume Open in 3rd Notice Sent: 120
- Volume Open After Enforcement: 47
- Total Remaining Open (Carryover): 9,169
- Carryover at end of period: 2,717

Formal Notices
- Volume Breach: 21
- Volume Contract Non-Renewal: 0
- Volume Suspension: 4
- Volume Termination: 4

* A single breach may contain multiple complaints
Formal Notice Activity (January – May 2015)

### Breach Notice Reasons

- **Pay accreditation fees (RAA 3.9)**
  - Qty: 21
- **Maintain and provide registration records (RAA 3.4.2/3.4.3)**
  - Qty: 0
- **Maintain and provide records related to abuse reports (RAA 3.18.3)**
  - Qty: 4
- **Display renewal/redemption fees (ERRP 4.1)**
  - Qty: 4
- **Display correct ICANN Logo on website (RAA Logo License Appendix/Spec)**
  - Qty: 4
- **Provide Whois Services (RAA 3.3.1)**
  - Qty: 53
- **Other**
  - Qty: 53

### Distribution of Notice Reasons

<table>
<thead>
<tr>
<th>Notice Reason</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay accreditation fees (RAA 3.9)</td>
<td>21</td>
</tr>
<tr>
<td>Maintain and provide registration records (RAA 3.4.2/3.4.3)</td>
<td>0</td>
</tr>
<tr>
<td>Maintain and provide records related to abuse reports (RAA 3.18.3)</td>
<td>4</td>
</tr>
<tr>
<td>Display renewal/redemption fees (ERRP 4.1)</td>
<td>4</td>
</tr>
<tr>
<td>Display correct ICANN Logo on website (RAA Logo License Appendix/Spec)</td>
<td>4</td>
</tr>
<tr>
<td>Provide Whois Services (RAA 3.3.1)</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>53</td>
</tr>
</tbody>
</table>
Formal Notice Activity (Jan – May 2015)

### Breach Notice Reasons

<table>
<thead>
<tr>
<th>Reason</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay accreditation fees (RAA 3.9)</td>
<td>21</td>
</tr>
<tr>
<td>Maintain and provide registration records (RAA 3.4.2/3.4.3)</td>
<td>9</td>
</tr>
<tr>
<td>Maintain and provide records related to abuse reports (RAA 3.18.3)</td>
<td>152</td>
</tr>
<tr>
<td>Display renewal/redemption fees (ERRP 4.1)</td>
<td>6</td>
</tr>
<tr>
<td>Display correct ICANN Logo on website (RAA Logo License Appendix/Spec)</td>
<td>6</td>
</tr>
<tr>
<td>Provide Whois Services (RAA 3.3.1)</td>
<td>6</td>
</tr>
<tr>
<td>Other</td>
<td>53</td>
</tr>
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</table>

### Breach Notice Reason

<table>
<thead>
<tr>
<th>Reason</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breach Notice Reasons</td>
<td>191</td>
</tr>
<tr>
<td>• Cured (as of May 31\textsuperscript{st})</td>
<td>152</td>
</tr>
<tr>
<td>• Not Cured (as of May 31\textsuperscript{st})</td>
<td>39</td>
</tr>
</tbody>
</table>

### Formal Notice Reasons Distribution

<table>
<thead>
<tr>
<th>Reason</th>
<th>Distribution</th>
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</thead>
<tbody>
<tr>
<td>Pay accreditation fees (RAA 3.9)</td>
<td>11%</td>
</tr>
<tr>
<td>Maintain and provide registration records (RAA 3.4.2/3.4.3)</td>
<td>9%</td>
</tr>
<tr>
<td>Maintain and provide records related to abuse reports (RAA 3.18.3)</td>
<td>7%</td>
</tr>
<tr>
<td>Display renewal/redemption fees (ERRP 4.1)</td>
<td>6%</td>
</tr>
<tr>
<td>Display correct ICANN Logo on website (RAA Logo License Appendix/Spec)</td>
<td>6%</td>
</tr>
<tr>
<td>Provide Whois Services (RAA 3.3.1)</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>53%</td>
</tr>
</tbody>
</table>
Formal Notice Trends (January – May 2015)

Graph showing trends in enforcement volume from January to May 2015, with categories for breach, contract non-renewal, suspension, and termination.

Graph showing region-wise volume for breach, suspension, contract non-renewal, and termination.

Graph showing contract year-wise volume for breach, suspension, contract non-renewal, and termination for the years 2009 and 2013.
Overall, how do you rate the complaint experience?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Reporters</th>
<th>Contracted Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Easy</td>
<td>40.26%</td>
<td>24.00%</td>
</tr>
<tr>
<td>Moderately Easy</td>
<td>25.32%</td>
<td>44.66%</td>
</tr>
<tr>
<td>Not At All Easy</td>
<td>28.90%</td>
<td>31.07%</td>
</tr>
</tbody>
</table>
Pulse Survey Results Trend

ICANN 49 - Singapore
ICANN 50 - London
ICANN 51 - Los Angeles
CANN 52 - Singapore
ICANN 53 - Buenos Aires

- Contracted Parties
- Reporter
### Registrar Complaint Type Volume (January – May 2015)

<table>
<thead>
<tr>
<th>Registrar Complaints</th>
<th>Quantity Received</th>
<th>Closed before 1st inquiry / notice</th>
<th>ICANN Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHOIS INACCURACY</td>
<td>14,182</td>
<td>5,514</td>
<td>2</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>2,436</td>
<td>1,253</td>
<td>0</td>
</tr>
<tr>
<td>DOMAIN RENEWAL</td>
<td>362</td>
<td>161</td>
<td>0</td>
</tr>
<tr>
<td>WHOIS FORMAT</td>
<td>295</td>
<td>248</td>
<td>0</td>
</tr>
<tr>
<td>DATA ESCROW</td>
<td>200</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>DOMAIN DELETION</td>
<td>194</td>
<td>188</td>
<td>0</td>
</tr>
<tr>
<td>WHOIS SLA</td>
<td>175</td>
<td>186</td>
<td>0</td>
</tr>
<tr>
<td>ABUSE</td>
<td>142</td>
<td>84</td>
<td>1</td>
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<tr>
<td>WHOIS UNAVAILABLE</td>
<td>102</td>
<td>59</td>
<td>0</td>
</tr>
<tr>
<td>UDRP</td>
<td>81</td>
<td>59</td>
<td>0</td>
</tr>
<tr>
<td>FEES</td>
<td>75</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>CUSTOMER SERVICE</td>
<td>68</td>
<td>60</td>
<td>0</td>
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<tr>
<td>REGISTRAR CONTACT</td>
<td>40</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>REGISTRAR INFO SPEC</td>
<td>39</td>
<td>25</td>
<td>0</td>
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<tr>
<td>CEO CERTIFICATION</td>
<td>34</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>REGISTRAR OTHER</td>
<td>27</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>PRIVACY/PROXY</td>
<td>12</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>RESELLER AGREEMENT</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>WHOIS QUALITY REVIEW</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FAILURE TO NOTIFY</td>
<td>6</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>DNSSEC, IDN, IPV6</td>
<td>5</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>18,490</td>
<td>7,884</td>
<td>6</td>
</tr>
</tbody>
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### Formal Notices

<table>
<thead>
<tr>
<th></th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Breach</td>
<td>21</td>
</tr>
<tr>
<td>Volume Non-Renewal</td>
<td>0</td>
</tr>
<tr>
<td>Volume Suspension</td>
<td>4</td>
</tr>
<tr>
<td>Volume Termination</td>
<td>4</td>
</tr>
</tbody>
</table>

### Registrar Turn Around Time (TAT) (in days)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg TAT 1st Notice</td>
<td>12.0</td>
</tr>
<tr>
<td>Avg TAT 2nd Notice</td>
<td>6.6</td>
</tr>
<tr>
<td>Avg TAT 3rd Notice</td>
<td>7.1</td>
</tr>
</tbody>
</table>
WHOIS Inaccuracy Quality Review Results

Average Business Days Turn Around Time - Registrars

Registrant Complaints by Contract Year
Jan - May 2015

WHOIS Inaccuracy Complaint Volume - Registrars
Registrar Complaint Types & Top Closure Reasons (January – May 2015)

**Whois Inaccuracy**
- Domain not registered: 10.8%
- Complainant's own domain name: 15.3%
- Duplicate complaint (open): 27.3%
- Requested evidence not provided: 6.6%
- Domain suspended or canceled: 40.0%

**Transfer**
- Auth-code provided/Domain unlocked: 32.1%
- Complainant not Transfer Contact: 12.4%
- Transfer completed: 15.8%
- Requested evidence not provided by Reporter: 19.6%
- Duplicate complaint (open): 20.1%
Registrar Complaint Types & Top Closure Reasons (January – May 2015)

### Domain Renewal
- Requested evidence not provided by Reporter: 13.4%
- Registrar Compliant - ERRP: 18.3%
- Customer service not in RAA: 19.9%
- Domain renewed with same Registrant: 23.7%
- Duplicate complaint (open): 24.7%

### Whois Format
- Duplicate complaint (open): 50.7%
- Invalid TLD: 17.1%
- Format compliant at submission: 9.2%
- Rr corrected format: 9.2%
- Customer service not in RAA: 13.8%
Registrar Complaint Types & Top Closure Reasons (January – May 2015)

Data Escrow
- Missed weekly deposits resumed 67.7%
- Invalid issue resolved 29.0%
- Duplicate complaint (open) 0.6%
- Rr demonstrated compliance 1.3%
- Missed daily deposits resumed 1.3%

Abuse
- Requested evidence not provided 52.5%
- Invalid TLD 15.3%
- Domain suspended or canceled 8.5%
- Duplicate complaint (open) 11.9%
- Responded to abuse report (non-LEA) 11.9%
## Registry Complaint Type Volume (January – May 2015)

<table>
<thead>
<tr>
<th>Registry Complaints</th>
<th>Quantity Received</th>
<th>Closed before 1st inquiry / notice</th>
<th>ICANN Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZONE FILE ACCESS</td>
<td>312</td>
<td>70</td>
<td>0</td>
</tr>
<tr>
<td>REGISTRY DATA ESCROW</td>
<td>133</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>SLA</td>
<td>101</td>
<td>51</td>
<td>0</td>
</tr>
<tr>
<td>REGISTRY OTHER</td>
<td>73</td>
<td>41</td>
<td>1</td>
</tr>
<tr>
<td>RESERVED NAMES/CONTROLLED INTERRUPTION</td>
<td>61</td>
<td>33</td>
<td>0</td>
</tr>
<tr>
<td>CODE OF CONDUCT</td>
<td>56</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>REGISTRY FEES</td>
<td>51</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>MONTHLY REPORT</td>
<td>33</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>ABUSE CONTACT DATA</td>
<td>24</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>BRDA</td>
<td>23</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>URS</td>
<td>20</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>BULK ZFA</td>
<td>15</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>RR-DRP</td>
<td>9</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>PIC</td>
<td>7</td>
<td>7</td>
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</tr>
<tr>
<td>SUNRISE</td>
<td>7</td>
<td>6</td>
<td>0</td>
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<tr>
<td>MISCONDUCT</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CLAIMS SERVICES</td>
<td>1</td>
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<td>0</td>
</tr>
<tr>
<td>BANKRUPTCY</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>927</strong></td>
<td><strong>259</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>

### Formal Notices

<table>
<thead>
<tr>
<th>Type</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Breach</td>
<td>0</td>
</tr>
<tr>
<td>Volume Non-Renewal</td>
<td>0</td>
</tr>
<tr>
<td>Volume Suspension</td>
<td>0</td>
</tr>
<tr>
<td>Volume Termination</td>
<td>0</td>
</tr>
</tbody>
</table>

### Registry Turn Around Time (TAT) (in days)

<table>
<thead>
<tr>
<th>Notice Type</th>
<th>Average TAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Notice</td>
<td>6.4</td>
</tr>
<tr>
<td>2nd Notice</td>
<td>6.1</td>
</tr>
<tr>
<td>3rd Notice</td>
<td>8.0</td>
</tr>
</tbody>
</table>
Policy Efforts and Updates
Policy and Working Group Efforts

Provide compliance statistical data and trends to guide policy changes and ongoing implementation strategies

Actively contributing to the following Registry Related Working Groups

- Contribute to IRTP parts C and D working group efforts
- Support implementation of UDRP Rules revisions
- Participate in Thick Whois (registry) implementation and clarifications
- Whois Accuracy Reporting System

Actively contributing to the following Registry Related Working Groups

- Public Interest Commitments Security Framework
- Registration Data Directory Service
  - Effective 31 January 2016: Advisory on Whois Clarifications & Additional Whois Information Policy (AWIP)
Update to Additional Whois Information Policy

31 January 2016 effective date for AWIP requirements

- Registrars must:
  - Only refer to registration statuses in Whois by EPP status codes
  - Include a link for each EPP status code in Whois to ICANN webpage explaining each code
  - Include this message in Whois output: “For more information on Whois statues, please visit: https://www.icann.org/resources/pages/epp-status-codes-2014-06-16-en .”
31 January 2016 effective date for Whois Clarifications

Examples of Important Clarifications

- For optional fields where no data exists in a contracted party's Registration System (SRS), the contracted party MUST implement either of: 1) the key (i.e., the string to the left of the colon) MUST be shown with no information in the value section (i.e., right-hand side of the colon) of the field; or 2) no field MUST be shown. If data exist for a given optional field, the key and the value with the data MUST be shown.

- The value section of the "Reseller" field SHOULD be shown, but MAY be left blank or the whole field MAY not be shown at all. If shown, the value of the field MUST be the name of organization, in case the Reseller for the name is a legal entity, or a natural person name otherwise.

- The below fields MAY appear immediately before the last field ("URL of the ICANN WHOIS Data Problem Reporting System") instead of following the "Registrar IANA ID" field:
  - Registrar Abuse Contact Email
  - Registrar Abuse Contact Phone
Actively contributing to the following Registry Related Working Groups

- Public Interest Commitments Security Framework
- Registration Data Directory Service

- Effective 31 January 2016: Advisory on Whois Clarifications & Additional Whois Information Policy (AWIP)