

The background of the image is a photograph of a city at dusk or dawn. On the left, several tall, modern skyscrapers with glass facades are visible, some with lights on. In the center, there is a large, ornate fountain structure with a sign that reads "Emirates Palace". To the right, there is a large, illuminated archway structure with a dome on top. The foreground is filled with colorful flower beds in shades of red, pink, and white, with a paved walkway leading through them. The sky is a mix of orange and blue.

ICANN
ANNUAL GENERAL

60

ABU DHABI

28 October–3 November 2017

Update on ICANN Domain Name Registrant Work

Brian Gutterman
Registrant Program Manager
GDD Strategic Programs

ICANN60
1 November 2017



Agenda

- ⦿ Focus on Registrants
- ⦿ Service and Information
- ⦿ Domain Name Registrants Education
- ⦿ Q&A / Open Discussion

Focus on Registrants

- ⦿ Domain name registrants are an integral part of the Domain Name System (DNS).
- ⦿ The ICANN org has always helped addressing registrant inquiries.
- ⦿ In 2017, added more work to further help registrants:
 - Become more informed participants of the DNS.
 - Understand their rights and obligations.
 - Understand how ICANN policies impact them.
- ⦿ Use data and information from Global Support Center (GSC) and Compliance to help inform the work.
- ⦿ Welcome input and suggestion from community to further current work.

Service and Information

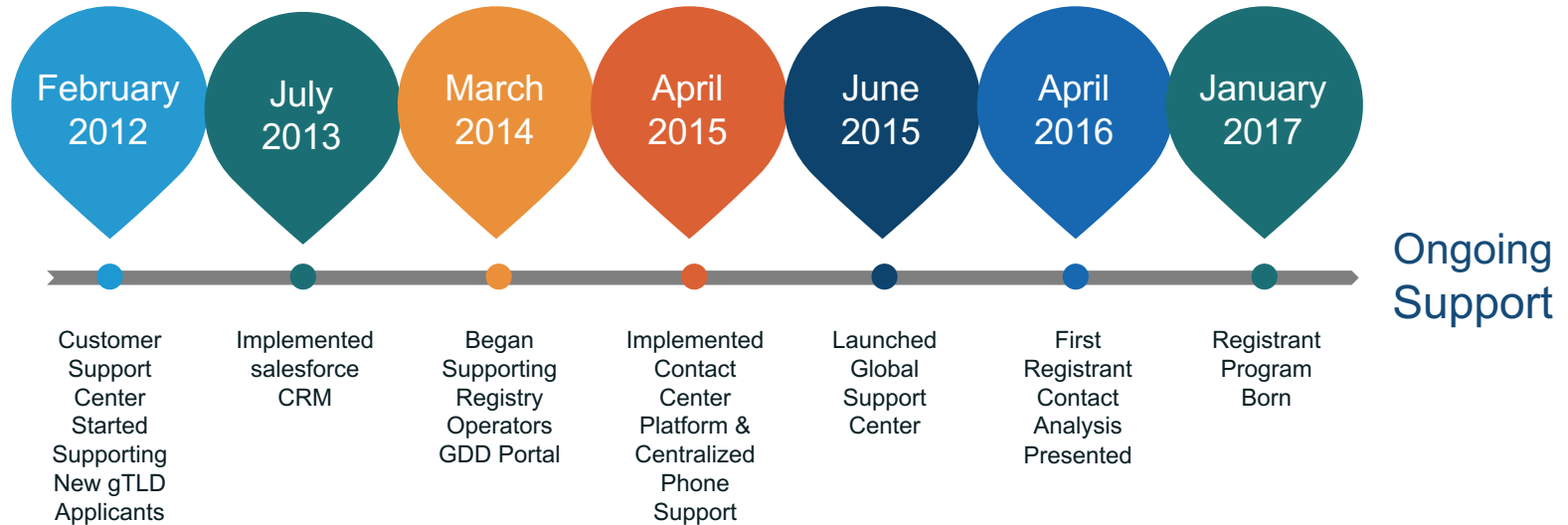
ICANN Global Support Center (GSC)

Operate a centralized, Global Customer Support function that provides end-to-end support for New gTLD Applicants, Contracted Parties, Registrants, the ICANN Community and the General Public, which includes:

- ⦿ Responses to and Resolution for (or Manage to resolution) Inquiries, Requests and Incidents received via GDD portal, C-Ticket email, phone and web-forms.
- ⦿ Escalation Management
- ⦿ 5 x 24 hour availability
- ⦿ Support in the six-UN Languages
- ⦿ Customer facing support for GDD Operations, the New gTLD Program and back office functions
- ⦿ Mass Communication
- ⦿ Contact Management
- ⦿ Customer Satisfaction Program Management
- ⦿ Metrics, KPI and performance reporting

ICANN Global Support Center (GSC)

Global Support Center & Registrant Services Evolution



To Summarize

The Global Support Center officially launched in June 2015.

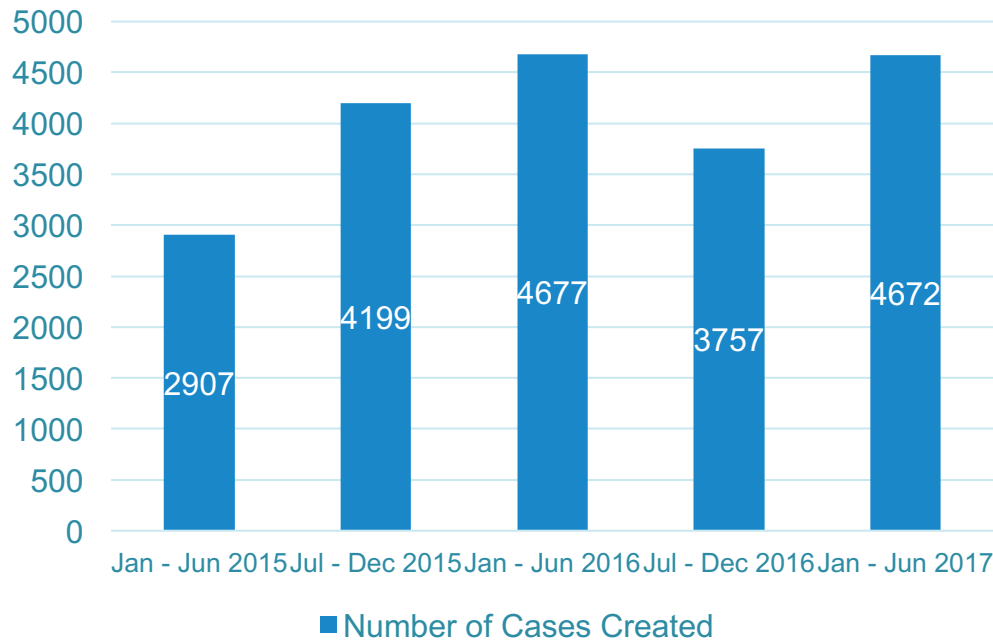
- In response to the changing needs of the community.
- Provide a centralized point of contact for general inquiries, promote quality and a consistent user experience.
- Inquiries from Registrants & the general public are now logged and tracked by a centralized process, team and system.

Data gathered and lessons learned are now used to help drive Registrant Services activities and improvement initiatives

ICANN Global Support Center (GSC)

Registrant Contact Volume Trending January 2015 – June 2017

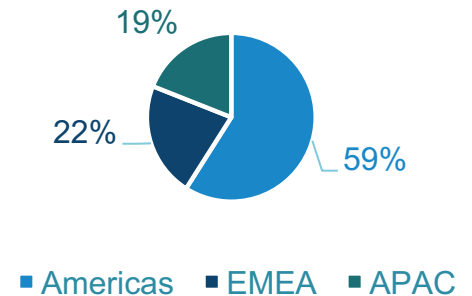
20,212 Registrant Cases Logged



Volume Impacts:

- Awareness
- Seasonality
- Incremental Spikes:
 - Privacy Proxy – 2nd half 2015
 - Content / Fraud – January 2017

Regional Volume

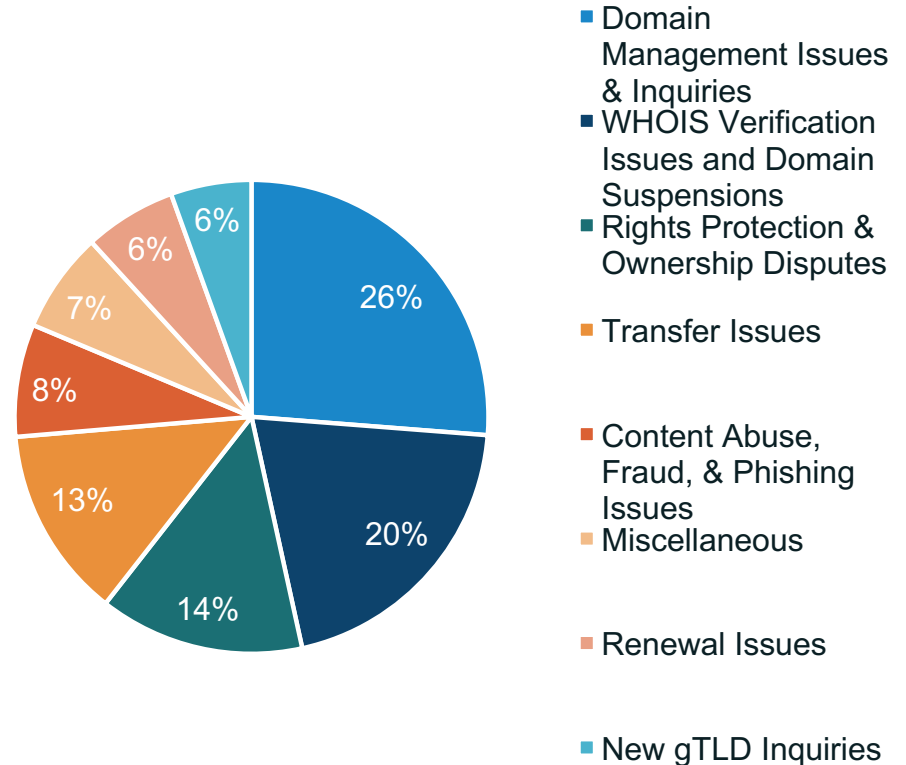


ICANN Global Support Center (GSC)

Observations – FY2017

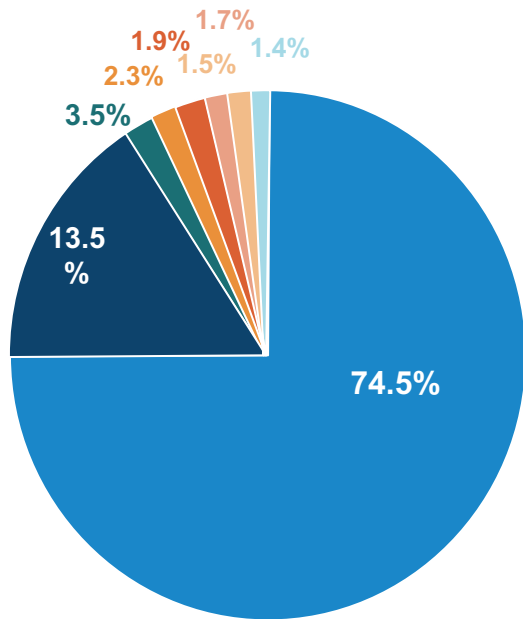
- Over 80% of volume is from Registrants regarding their domains
 - Referred by Registrar or Reseller
 - Found us via Internet Search
 - 'Contact Us' on icann.org
- Closed upon explanation / education
 - Help identify Registrar
 - Process explanation
 - Navigation to information on icann.org
 - Explain ICANN's role
 - Refer to ICANN Compliance
- Volume Increase Trends
 - Fraud, Content Abuse, Phishing
 - Renewals & Transfer Issues
 - Rights Protection, Ownership Abuse
- Volume Decrease Trends
 - New gTLD Inquiries
 - Domain Management
- 11% Repeat Contacts
- 3.8 / 5.0 -- Overall Satisfaction Rating on Closed Case Surveys

Drivers for Registrant Contacts -- FY2017



Contractual Compliance Dashboard – September 2017

Registrar Complaint Volume by Complaint Type



- WHOIS Inaccuracy
- Transfer
- Other
- Domain Deletion
- Domain Renewal
- WHOIS Format
- WHOIS Service Level Agreement
- Abuse

*Note: complaints are submitted by various reporters, including registrants**

Contractual compliance data is a source to help identify registrant related topics.

If you have any Contractual Compliance related questions, email them to: compliance@icann.org.

To view additional ICANN Contractual Compliance metrics, go to: <https://features.icann.org/compliance>.

To learn more about the different complaint types, go to: <https://www.icann.org/compliance/complaint>.

Registrar Complaint Volume & Distribution

Complaint Type	September 2017	Closed before 1st Inquiry / Notice
Abuse	46	38
Customer Service	20	32
Data Escrow	9	1
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	5	6
Domain Deletion *	77	85
Domain Renewal *	65	60
Failure To Notify	3	4
Privacy/Proxy	2	3
Registrar Contact	12	9
Registrar Information Specification (RIS)	10	9
Registrar Other	2	-
Reseller Agreement	1	-
Transfer *	449	377
Uniform Domain-Name Dispute-Resolution (UDRP) *	14	11
WHOIS Format	59	56
WHOIS Inaccuracy * <i>breakdown in italics</i>	2524	1442
<i>Quality Review</i>	3	-
<i>Bulk Submission</i>	478	3
<i>Individual Submission</i>	2043	1317
<i>Accuracy Reporting System</i>	-	122
WHOIS Service Level Agreements	51	50
WHOIS UNAVAILABLE	39	28
Total	3388	2211

Domain Name Registrants Education

Initial Focus



- ⦿ WHOIS Data Reminder Policy (WDRP) and keeping contact information up-to-date.
- ⦿ Transfer Policy and how to transfer domain names

Education Materials

- ⦿ Introduction of new web pages/content on icann.org/registrants dedicated to information relevant to domain name registrants.
 - Pages are updated on an ongoing basis and evolve over time.
- ⦿ Publication of regular blogs and educational materials written for domain name registrants.
 - ‘Do you have a domain name? Here’s what you need to know.’ ([Keeping contact information up-to-date](#), [Transferring domain names](#))
 - [‘5 Things Every Domain Name Registrant Should Know About the WHOIS Data Reminder Policy \(WDRP\) / ICANN’s Transfer Policy’](#)
- ⦿ Translation of content; updating of FAQs; infographics, etc.
- ⦿ Toolkits for Registrars.

Example – Website

Resources

- ▶ About ICANN
- ▶ Board
- ▶ Accountability
- ▶ Governance
- ▶ Groups
- Business
- Civil Society
- ▶ Complaints Office
- ▶ Contractual Compliance
- ▶ Registrars
- ▶ Registry Operators
- ▼ **Domain Name Registrants**
 - Rights and Responsibilities
 - Domain Name Industry
 - Registering Your Domain Names
 - ▶ Managing Your Domain Name

Information for Domain Name Registrants

News and Updates

- 11 October 2017 – Blog: Do you have a domain name? Here's what you need to know. Part II: [Transferring your domain name](#)
- 11 October 2017 – 5 Things Every [Domain Name Registrant](#) Should Know About ICANN's Transfer Policy
- 31 August 2017 – Blog: Do you have a domain name? Here's what you need to know. Part I: Why you need to keep your contact information up to date
- 30 August 2017 – 5 Things Every [Domain Name Registrant](#) Should Know About the WHOIS Data Reminder Policy (WDRP)
- 20 June 2017 – Blog: Informed and Active [Domain Name Registrants](#) are Essential for a Secure and Stable DNS

A domain name registrant is a person or entity that holds the rights to a domain name. As a domain name registrant, you have certain [rights and responsibilities](#). Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration. Your responsibilities include providing accurate contact information for publication in the [WHOIS directory](#), promptly notifying your registrar of any changes to your contact information, and promptly responding to your registrar's request for information relating to your domain name registration. This newly created web page helps you understand your rights and obligations, and manage your domain name registration.

If you have suggestions, or would like to submit an inquiry please contact [ICANN's Global Support Center](#).

Contractual compliance complaints can be submitted [here](#).

<https://www.icann.org/registrants>

Example – Registrar Toolkits

- ⦿ **Objective:** Help registrars in their interactions with customers by providing relevant content written for registrants.
- ⦿ **What:** Content on ICANN policies and other topics relevant to registrants.
- ⦿ **How Registrars Can Use This Material:** As website content, online resources, customer service Q&A, FAQs, etc.

Example – Registrar Toolkits on WDRP

About ICANN: To reach another person on the Internet you have to type an address into your Internet browser -- a name or a number. That address has to be unique so computers know where to find each other. ICANN coordinates these unique identifiers to ensure that you get to where you want to get to on the Internet. As a domain name registrant, it's important to educate yourself about your [rights and responsibilities](#), the [ICANN's policies](#) that govern certain aspects of your domain name registrations, and how you can best work with your Registrars.

About the WDRP: The WHOIS Data Reminder Policy (WDRP) requires your registrar to send you an annual reminder to update your WHOIS information, which includes your contact information, if there are any changes. It's important that when you receive this reminder you review the information carefully and make any necessary corrections. Invalid or out of date information can result in you not receiving important notices from your registrar regarding expirations, renewals, transfers of your domain name, and could also result in suspension of the domain name.

<https://www.icann.org/resources/pages/what-2012-02-25-en>

Resources:

[Blog: Do you have a domain name? Here's what you need to know. Part I: Why you need to keep your contact information up to date](#)

[5 Things Every Domain Name Registrant Should Know About the WHOIS Data Reminder Policy \(WDRP\)](#)

[FAQs - Registrant Contact Information and the WDRP](#)

Learn more about WHOIS [here](#).

Summary



Provides assistance to registrants with their inquiries.



Creation of educational materials to better inform registrants of their rights and obligations.



Adapt content into toolkits.

How You Can Help



- ⦿ Provide input and feedback on what you are seeing as biggest issues for registrants
- ⦿ Help us further disseminate the content

Q&A / Open discussion

Engage with ICANN



Thank You and Questions

Visit us at icann.org

Email: email



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youtube.com/icannnews



flickr.com/icann



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slideshare/icannpresentations



soundcloud/icann