Agenda

• Learn More about Compliance Metrics
• Audit Program Update
• Registrar Related Update
• Registry Related Update
• Questions & Answers
Compliance Metrics
Contractual Compliance Performance Reports

- New Monthly Dashboard with complaint & process volumes for Registrar & Registry
- Archive for Dashboards
- Global Reports include all TLDs

ICANN Contractual Compliance Performance Reports
Performance metrics provide information to the community on compliance activities through dashboards and reports.

Monthly Dashboard
The monthly dashboard presents data on the complaint volume, the process volume and turn-around times. For a more detailed explanation, learn more about the dashboard report.

- August 2014
- Previous months

Global Reports
Click on the links below for contractual compliance metrics for a rolling 13-month period:

- Percentage of Registrars with Complaints by Region & Country
- Complaints per Notification Cycle by Region
- Informal Complaints by Region
- Formal Complaints by Type & Region
- Formal Notices (Enforcement)
- Complaint Counts by TLD
- Domain Count & Trending by TLD
- Registrars List
- Registry List

Complaint Count
August 2013 - August 2014
- Registrar Informal: 36,723
- Registry Informal: 853
- Formal: 72

% of Registrars with Complaints by ICANN Region

https://features.icann.org/compliance
New Compliance Scorecard

Registrar & Registry

• Pie chart shows breakdown of the complaint types

• List current and prior month complaint type volume

• Lists the Compliance process volume and turnaround time of a contracted party for Informal and Formal Notices
New Compliance Scorecard

- **Volume Trend** - Rolling thirteen months of complaint volume

- **Total Volume** - New complaints received and the total complaints closed in a month

- **Closure Rate:**
  - **Current Month** - New complaints received and closed during the same month
  - **Received All** - Not all complaints can be closed in one month where some carry-forward to the next month. This compares all complaints closed in a month regardless of when the complaint was received
  - **ICANN Staff Turnaround Time** - The internal Work In Progress queues measure ICANN time to advance or close the complaints
Compliance Metric Process

Consolidated Complaint Application

Source Systems
- Access raw data from source system
- Automated data extracts

Data Mart
- Merge data into cohesive reporting model
- Summarize source data without keeping raw detail
- Keep history of summarized data

Data Cube
- Model data based on demographics & data relationship
- Preprocessed information for faster reporting

Presentation
- View prebuilt dashboards
- Able to ‘slice & dice’ data for ad-hoc trend analysis
- ‘Cut & Paste’ to MS Office or web view for presentation
## Compliance Metric Types

<table>
<thead>
<tr>
<th>Metric Type</th>
<th>Explanation</th>
<th>Example</th>
<th># Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base Measure</strong></td>
<td>Actual or Raw value from source system</td>
<td>1,126 Registrars</td>
<td>334</td>
</tr>
<tr>
<td><strong>Analysis Rules</strong></td>
<td>Value compared to threshold</td>
<td>95% of target</td>
<td>111</td>
</tr>
<tr>
<td><strong>Calculated Measure</strong></td>
<td>Two Base measures calculated together to create a new result</td>
<td>Registrar complaints plus Registry complaints equals Total complaints</td>
<td>109</td>
</tr>
<tr>
<td><strong>Dimensions</strong></td>
<td>Information that give the answer meaning or context</td>
<td>1,126 Registrars, 2014 = year</td>
<td>38</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
<td></td>
<td>592</td>
</tr>
</tbody>
</table>

The quantity and type of metrics gives the ability to analyze different intersections of data via the Dimensions, such as:

<table>
<thead>
<tr>
<th>Complaint Volume</th>
<th>Turnaround Time Registrar, Registry, ICANN</th>
<th>Complaint Closure Reasons</th>
<th>Geography</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre &amp; Post 2013 RAA</td>
<td>TLD Round Date (Legacy &amp; new GTLD)</td>
<td>Compliance FAQ web views</td>
<td>Bulk Whois Inaccuracy volume</td>
</tr>
</tbody>
</table>
Global Complaint Trend – Sep 2013-Sep 2014

North America

Europe

Asia/Australia/Pacific

Africa - 4 compl in Oct; 1 in Jan; 4 in Feb; 2 in Mar; 1 in Apr; 2 in Jun; 1 in Jul; 2 in Sep

* Includes complaints from ‘unknown’ geography

[Registrar & Registry complaints]
# Regional Domain, Registrar & Registry Complaints

**June - Sep 2014**

<table>
<thead>
<tr>
<th>Region</th>
<th>Domain Volume (as of June 2014)</th>
<th># Complaints</th>
<th>% Complaints per Domain Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>N. America</td>
<td>104.0M</td>
<td>6,826</td>
<td>0.007%</td>
</tr>
<tr>
<td></td>
<td>890</td>
<td>410</td>
<td>46.1%</td>
</tr>
<tr>
<td></td>
<td>242</td>
<td>162</td>
<td>66.9%</td>
</tr>
</tbody>
</table>

| Europe          | 24.1M                          | 1,152        | 0.05%                          |
|                 | 176                            | 128          | 72.7%                          |
|                 | 154                            | 80           | 51.9%                          |

| Asian/Pacific   | 25.6M                          | 3,507        | 0.014%                         |
|                 | 193                            | 149          | 77.2%                          |
|                 | 68                             | 32           | 47.1%                          |

| Latin America   | 1.1M                           | 101          | 0.009%                         |
|                 | 24                             | 23           | 95.8%                          |
|                 | 5                              | 3            | 60.0%                          |

**LEGEND**

- # registrars per region
- # registries per region
- # registrars w/ Complaints
- % registrars with complaints per region
- # registries w/ Complaints
- % registries with complaints per region

**Notes:**

- "# registrars per region" data may contain some obsolete registrars but is retained for reporting history.
- "# of registries per region" includes all TLD’s.
## Contractual Compliance – Governance Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporter Customer Satisfaction Survey</td>
<td>≥70%</td>
<td><img src="image1.png" alt="Chart" /></td>
</tr>
<tr>
<td>Registrar Audit Results</td>
<td>≥95%</td>
<td><img src="image2.png" alt="Chart" /></td>
</tr>
<tr>
<td>Registry Audit Results</td>
<td>≥95%</td>
<td><img src="image3.png" alt="Chart" /></td>
</tr>
<tr>
<td>Registrar – Data Escrow Compliance</td>
<td>≥95%</td>
<td><img src="image4.png" alt="Chart" /></td>
</tr>
<tr>
<td>Registrar – Compliance</td>
<td>≥95%</td>
<td><img src="image5.png" alt="Chart" /></td>
</tr>
<tr>
<td>Registry – Compliance</td>
<td>≥95%</td>
<td><img src="image6.png" alt="Chart" /></td>
</tr>
<tr>
<td>Compliance Closure Rate</td>
<td>≥55%</td>
<td><img src="image7.png" alt="Chart" /></td>
</tr>
</tbody>
</table>

* Research underway
† Application problem resulted in increase of manual processing - corrected
Audit Program Update
Requests for Information were sent on July 15th to the sample of the new gTLDs selected and their respective DEAs. The RFI data and documentation collection phase was completed in August, followed by the audit phase. Audit reports were issued to Registries on September 22nd. Reports list initial deficiencies noted (based on review of data collected as of July 30th). ICANN requested Registries to address deficiencies; remediation stage is in progress.

- Number of gTLDs under audit: 14
- Data Sources: Registers; Data Escrow Agents; Trademark Clearing House; ICANN IT
- Approximate Number of Documents Received: 877
- Foreign Languages encountered: 2 (German; French)
- Approximate Number of Documents in Foreign Languages: 31
## New Registry Agreement and Year 3 Audits Program Timelines

<table>
<thead>
<tr>
<th>Compliance Program</th>
<th>Pre-Audit Notification</th>
<th>RFI - 1st Notice</th>
<th>RFI - 2nd Notice</th>
<th>RFI - 3rd Notice</th>
<th>RFI - 3rd Notice Due</th>
<th>Start</th>
<th>End</th>
<th>Start</th>
<th>End</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Registry Agreement Audit Program</td>
<td>30-Jun-14</td>
<td>14-Jul-14</td>
<td>05-Aug-14</td>
<td>12-Aug-14</td>
<td>18-Aug-14</td>
<td>19-Aug-14</td>
<td>19-Sep-14</td>
<td>22-Sep-14</td>
<td>N/A</td>
<td>22-Sep-14</td>
<td>28-Oct-14</td>
</tr>
</tbody>
</table>
## Audit Statistics: Registries where initial deficiency noted

<table>
<thead>
<tr>
<th>Article</th>
<th>Number of gTLDs Deficient</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article 1.3 (a) ii - Representations &amp; Warranties; inability to provide updated requested documentation</td>
<td>1</td>
<td>7%</td>
</tr>
<tr>
<td>Article 2.3 - Data Escrow deposit (Specification 2); discrepancies in Data Escrow file</td>
<td>3</td>
<td>21%</td>
</tr>
<tr>
<td>Article 2.4 - Monthly Reporting (Specification 3); discrepancies in number of registered domains reported to ICANN</td>
<td>4</td>
<td>29%</td>
</tr>
<tr>
<td>Article 2.7 - Registry Interoperability and Continuity (Specification 6); BCP is not available and/or periodic testing is not performed</td>
<td>5</td>
<td>36%</td>
</tr>
<tr>
<td>Article 2.8 - Protection of Legal Rights of Third Parties (Specification 7) – TMCH Claims Period; improper domain registrations</td>
<td>2</td>
<td>14%</td>
</tr>
<tr>
<td>Article 2.14 - Registry Code of Conduct (Specification 9 – Parts A, B, D); self-registrations</td>
<td>2</td>
<td>14%</td>
</tr>
<tr>
<td>Article 2.17 - Additional Public Interest Commitments (Specification 11); no evidence of Technical Analysis being developed</td>
<td>5</td>
<td>36%</td>
</tr>
</tbody>
</table>
Remediation Phase Progress

Legend

Article 1.3 (a) ii - Representations & Warranties; inability to provide updated requested documentation

Article 2.3 - Data Escrow deposit (Specification 2); discrepancies in Data Escrow file

Article 2.4 - Monthly Reporting (Specification 3); discrepancies in number of registered domains reported to ICANN

Article 2.7 - Registry Interoperability and Continuity (Specification 6); BCP is not available and/or periodic testing is not performed

Article 2.8 - Protection of Legal Rights of Third Parties (Specification 7) – TMCH Claims Period; improper domain registrations
Registrar Related Update
Since ICANN 50

- Whois Inaccuracy Quality Review
- Remediation Quality Review
- Abuse Reports Handling
- Domain Registration Scams
- 2013 RAA Common Lessons Learned
Whois Inaccuracy Quality Review

To periodically confirm compliance for suspended domains related to Whois Inaccuracy complaints.

- Reviewed Whois Inaccuracy complaints that were closed due to Domain Suspended
- Out of 1,296 complaints sampled found 81% remained suspended

- Domain still suspended: 81%
- Domain deleted: 10%
- Domain active/Whois unchanged: 5%
- Domain active/Whois changed: 3%
- Domain active/Transfer: 1%
Remediation Quality Review

A quality process to ensure continued compliance after contracted party completes remediation to resolve formal or informal compliance matter.

**An Escalated compliance notice is sent** for a repeat of a matter that was claimed to be previously cured.
Abuse Reports Handling

- Most common abuse reports are about online pharmaceuticals, malware, viruses and spam.
- Examples of out of scope reports:
  - Registrars on the 2009 RAA
  - Reporter did not contact the registrar first
- Conducted outreach efforts with registrars, abuse reporters and IP rights protection groups
Domain Registration “scams”

• Email solicitations sent to registrants worldwide to register domains, pay certification/valuation fees, or protect trademarks at high premium
  • Campaigns may only target trademark owners
  • Solicitations may have high degree of customization or official appearance
  • Usually link to website to collect payment and personal information

• ICANN blog to warn the community:
Registrar Complaint Types & Their Top 5 Closure Reasons: June - Sept 2014

Whois Inaccuracy: Closure Reasons

- Domain suspended or canceled: 42.0%
- Domain not registered: 13.6%
- Registrar verified correct: 11.8%
- Complainant's own domain name: 16.3%
- Duplicate complaint (closed): 16.3%

Transfer: Closure Reasons

- Auth-code provided/Domain unlocked: 35.6%
- Duplicate complaint (open) - Rr: 29.3%
- Transfer completed: 17.2%
- Non-response from Reporter: 8.6%
- Complainant not Transfer Contact: 9.4%
Registrar Complaint Types & Their Top 5 Closure Reasons: June - Sept 2014

**Domain Renewal: Closure Reasons**
- Domain renewed with same Registrant: 26.9%
- Registrar compliant: 32.4%
- Duplicate complaint (open) - Rr: 21.3%
- Private dispute: 8.3%
- Customer service not in RAA: 11.1%

**Whois Format: Closure Reasons**
- Rr corrected format: 53.7%
- Format compliant at submission: 9.8%
- Customer service not in RAA: 12.2%
- Fixed issue: 14.6%
- Invalid Rr: 9.8%
Registry Related Update
Since ICANN 50

• Update on Public Interest Commitment

• Update on Additional Proactive Reviews of:
  • Abuse Contact Data
  • Rights Protection Mechanisms and
  • Name-Collision Occurrence Assessment
Public Interest Commitments

• PICDRP panel is constituted and on boarded
  http://newgtlds.icann.org/en/announcements-and-
  media/announcement-17sep14-en

• Initiated the Mandatory and Voluntary PIC reviews in an effort to
  proactively enforce the PIC requirements & address the GAC and
  community concerns

• The gTLDs under review are those that are in General Availability
  phase as of 1 Oct 2014; responses are under review.

Note: Project details are at this link:
https://features.icann.org/plan/project/532212e2002da01f4c379f077c1604e0
Monitoring of PIC – Mandatory Provisions

ICANN is monitoring that Registry Operators are:

- Only using 2013 RAA Registrars (Section 1)
- Including the mandatory provisions in the RRA (Section 3a)
- Maintaining statistical reports on security threats detected and actions taken based on security threats detected (Section 3b)
- Publishing registration policies (Section 3c)
- Not imposing restrictive eligibility criteria (Section 3d)
Monitoring of PIC – Voluntary Provisions (Continued)

• Not all Registry Operators have voluntary commitments
• Some of the voluntary commitments being monitored are:
  • Performing Whois Audits and taking Remediation steps
  • Excluding Registrars with a history of non-compliance
  • Establishing a pathway to collaborate with governments and industry, self-regulatory bodies on abuse reports
  • Limiting domain name proxy and privacy services only to registrars that enforce the accuracy of registrant data and collaborate with law enforcement groups
Monitoring of Publication of Abuse Contact Data

• ICANN is monitoring that Registry Operators are publishing on their websites: Email address; Mailing address; Primary contact to manage abuse reports

• Preliminary Statistical Update – over 50% of TLDs were either missing the mailing address or the primary contact.
  • Sent 83 notices to Registry Operators;
  • Notices were grouped by “family” or “portfolio”
  • Impact is to 100% of TLDs in General Availability
  • 35 notices in progress
  • 48 notices are resolved (closed)
Monitoring of Rights Protection Mechanisms

Specification 7

ICANN is monitoring that Registry Operators are:
• Timely delivering the List Of Registered DN files to TM Data Base
• Publishing the Registration Policies on TLD’s website
• Abiding by prohibition of Allocating domain names, before Sunrise registrations unless per Specification 5, Section 3.2

Preliminary Results:
81% are publishing the registration policy as of 9 October 2014
ICANN is monitoring Registry Operators are in compliance with:

- 4 August 2014 Name Collision Occurrence Assessment
- 12 September 2014 SLD CI Variations Letter as applicable
- The types of TLDs being monitored are:
  - gTLDs delegated on or after 18 Aug 2014
  - gTLDs delegated before 18 Aug 2014 and names activated other than nic.tld
  - gTLDs delegated on or after 18 Aug 2014 and no names activated, other than .nic
Registry Complaint Types & Their Top 5 Closure Reasons  June - Sept 2014

**PIC-DRP:**
Closure Reasons

- Ry Fixed issue: 32.9%
- Ry Demonstrated Compliance: 58.3%
- Duplicate complaint (open) - Ry: 16.7%
- Duplicate complaint (closed): 8.3%
- ccTLD: 8.3%
- Invalid Ry: 8.3%

**RESERVED/SLD NAMES:**
Closure Reasons

- Blocked SLD Confirmed (Invalid): 41.8%
- Ry Fixed issue: 32.9%
- Reserved Name confirmed (Invalid): 11.4%
- Fixed issue: 7.6%
- Demonstrated compliance: 6.3%
- ccTLD: 8.3%
- ccTLD: 8.3%
Registry Complaint Types & Their Top 5 Closure Reasons  June - Sept 2014

ZONE FILE ACCESS: Closure Reasons

- Ry Fixed issue 60.0%
- Invalid TLD 10.7%
- Fixed issue 10.7%
- Duplicate complaint (open) - Ry 9.3%
- Complaint deemed incomplete (ZFA) 9.3%

OTHER: Closure Reasons

- Ry Fixed issue 59.6%
- Complaint outside of scope 24.6%
- ccTLD 5.3%
- Duplicate complaint (open) - Ry 5.3%
- Ry Demonstrated Compliance 5.3%
- OTHER: 9.3%
Registry Complaint Types & Their Top 5 Closure Reasons  June - Sept 2014

**DATA ACCESS:**
- Missed deposit resumed 35.7%
- Registry Operator notice fixed 28.6%
- Invalid deposit fixed 17.9%
- 1st deposit initiated 14.3%
- Not applicable to this TLD (Invalid) 3.6%

**ABUSE CONTACT DATA:**
- Contact Data published 68.4%
- Ry Fixed issue 15.8%
- No Value 5.3%
- Invalid Ry 10.5%
Questions & Answers

Please send general questions:
To: Compliance@icann.org
Subject line: ICANN51 CC Session

Please join us on:
Thursday 16 October 2014
Contractual Compliance Registrar Outreach Session
8:30 – 9:45 – Location: Olympic

Thursday 16 October 2014
Contractual Compliance Registry Outreach Session
10:00 – 11:15 – Location: Olympic
Registrar Metrics
Registrar Complaint Type Volume  June – Sept 2014

Complaint Distribution

- WHOIS INACCURACY 72.3%
- TRANSFER 18.7%
- DOMAIN RENEWAL 1.6%
- WHOIS FORMAT 1.1%
- DATA ESCROW 0.9%
- ABUSE 0.9%
- Misc 4.5%

<table>
<thead>
<tr>
<th>Registrar TAT</th>
<th>(in days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg TAT 1st Notice</td>
<td>12.7</td>
</tr>
<tr>
<td>Avg TAT 2nd Notice</td>
<td>6.3</td>
</tr>
<tr>
<td>Avg TAT 3rd Notice</td>
<td>10.0</td>
</tr>
</tbody>
</table>

Formal Notices

<table>
<thead>
<tr>
<th></th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Breach</td>
<td>29</td>
</tr>
<tr>
<td>Volume Non-Renewal</td>
<td>1</td>
</tr>
<tr>
<td>Volume Suspension</td>
<td>3</td>
</tr>
<tr>
<td>Volume Termination</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REGISTRAR Complaints</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABUSE</td>
<td>108</td>
</tr>
<tr>
<td>CUSTOMER SERVICE</td>
<td>41</td>
</tr>
<tr>
<td>DATA ESCROW</td>
<td>113</td>
</tr>
<tr>
<td>DNSSEC, IDN, IPV6</td>
<td>7</td>
</tr>
<tr>
<td>DOMAIN DELETION</td>
<td>87</td>
</tr>
<tr>
<td>DOMAIN RENEWAL</td>
<td>198</td>
</tr>
<tr>
<td>FAILURE TO NOTIFY</td>
<td>41</td>
</tr>
<tr>
<td>FEES</td>
<td>26</td>
</tr>
<tr>
<td>PRIVACY/PROXY</td>
<td>6</td>
</tr>
<tr>
<td>REGISTRAR CONTACT</td>
<td>41</td>
</tr>
<tr>
<td>REGISTRAR INFO SPEC</td>
<td>18</td>
</tr>
<tr>
<td>REGISTRAR OTHER</td>
<td>36</td>
</tr>
<tr>
<td>RESELLER AGREEMENT</td>
<td>13</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>2,348</td>
</tr>
<tr>
<td>UDRP</td>
<td>83</td>
</tr>
<tr>
<td>WHOIS FORMAT</td>
<td>140</td>
</tr>
<tr>
<td>WHOIS INACCURACY</td>
<td>9,056</td>
</tr>
<tr>
<td>WHOIS QUALITY REVIEW</td>
<td>58</td>
</tr>
<tr>
<td>WHOIS SLA</td>
<td>27</td>
</tr>
<tr>
<td>Total Complaints Processed</td>
<td>12,524</td>
</tr>
<tr>
<td>Total Complaints Closed</td>
<td>13,097</td>
</tr>
</tbody>
</table>
Registrar Complaint Trend – Sept 2013-Sept 2014

- ABUSE
- CUSTOMER SERVICE
- DATA ESCROW
- DNSSEC, IDN, IPV6
- DOMAIN DELETION
- DOMAIN RENEWAL
Registrar Complaint Trend – Sept 2013-Sept 2014

Graph showing trends from September 2013 to September 2014 for various types of complaints including:
- Failure to Notify
- Fees
- Privacy/Proxy
- Registrar Contact
- Registrar Info Spec
- Registrar Other
- Reseller Agreement

Data is represented from October 2013 to September 2014 with specific months and values plotted for each category.
Registrar Complaint Trend – Sept 2013-Sept 2014

- TRANSFER
- UDRP
- WHOIS FORMAT
- WHOIS INACCURACY
- WHOIS QUALITY REVIEW
- WHOIS SLA
- WHOIS UNAVAILABLE
Registrar Complaint Types & Their Top 5 Closure Reasons - June - Sept 2014

Whois Inaccuracy: Closure Reasons

- Domain not registered: 13.6%
- Registrar verified correct: 11.8%
- Complainant's own domain name: 16.3%
- Duplicate complaint (closed): 16.3%
- Domain suspended or canceled: 42.0%

Transfer: Closure Reasons

- Duplicate complaint (open) - Domain unlocked: 35.6%
- Auth-code provided/Domain unlocked: 29.3%
- Transfer completed: 17.2%
- Non-response from Reporter: 8.6%
- Complainant not Transfer Contact: 9.4%
Registrar Complaint Types & Their Top 5 Closure Reasons - June - Sept 2014

**Domain Renewal: Closure Reasons**
- Registrar compliant: 32.4%
- Domain renewed with same Registrant: 26.9%
- Duplicate complaint (open) - Rr: 21.3%
- Private dispute: 8.3%
- Customer service not in RAA: 11.1%

**Whois Format: Closure Reasons**
- Rr corrected format: 53.7%
- Fixed issue: 14.6%
- Customer service not in RAA: 12.2%
- Invalid Rr: 9.8%
- Format compliant at submission: 9.8%
- Domain Renewal: Closure Reasons: 44%
Registrar Complaint Types & Their Top 5 Closure Reasons - June - Sept 2014

**Data Escrow: Closure Reasons**
- Missed weekly deposits resumed 70.1%
- Invalid issue resolved 24.1%
- Content issue resolved 1.1%
- Terminated 2.3%
- Missed daily deposits resumed 2.3%

**Abuse: Closure Reasons**
- Domain suspended or canceled 23.8%
- Non-2013 RAA 21.4%
- Invalid Rr 21.4%
- Demonstrated compliance 19.0%
- Non-response from Reporter 14.3%
Whois Inaccuracy Complaints – Individual vs. Bulk
Sep 2013 – Sep 2014

Whois Inaccuracy w/o Bulk
New Bulk Whois Inaccuracy
Individual Closed b4 1st Notice
Bulk Closed b4 1st Notice
Whois Inaccuracy Impact of 2013 RAA

Average Business Days Turn Around Time

- Complaint Received by ICANN to Submitted to Registrar
- Complaint Received by ICANN to Closed

![Graph showing average business days turn around time]

2013 RAA Whois Inaccuracy Effective

Registrar Complaints by Contract Year  May 2013 – Sep 2014

![Graph showing registrar complaints by contract year]
Whois Inaccuracy – Quality Review Results

• Reviewed Whois Inaccuracy complaints that were closed due to Domain Suspended

• Out of 1,296 complaints sampled found 81% remained suspended
Whois Inaccuracy Impact of 2013 RAA

Registrar Complaints by Contract Year
May 2013 – Sep 2014

- WHOIS INACCURACY
- WHOIS FORMAT
- WHOIS SLA
- WHOIS UNAVAILABLE

2001: 74
2009: 5751
2013: 27405
Registry Metrics
Registry Complaint Types  
June – Sept 2014

**Complaint Distribution**

- PIC-DRP: 31.7%
- RESERVED/SLD NAMES: 16.3%
- ZONE FILE ACCESS: 15.0%
- REGISTRY OTHER: 11.5%
- REGISTRY DATA ESCROW: 6.6%
- ABUSE CONTACT DATA: 6.4%
- MONTHLY REPORT: 4.2%
- RR-DRP: 2.9%
- Misc: 5.5%

**REGISTRY Complaints**

<table>
<thead>
<tr>
<th>投诉类型</th>
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<td>MONTHLY REPORT</td>
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<td>RESERVED/SLD NAMES</td>
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<td>ZONE FILE ACCESS</td>
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<td>已处理投诉数量</td>
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Registry Complaint Trend  Jan – Sept 2014

ABUSE CONTACT DATA
BULK ZFA
CLAIMS SERVICES
CODE OF CONDUCT
MONTHLY REPORT
Registry Complaint Trend  Jan – Sept 2014
Registry Complaint Trend  Jan – Sept 2014

- RR-DRP
- SLA
- SUNRISE
- TMPD-DRP
- URS
- WILDCARD PROHIBITION
- ZONE FILE ACCESS
Registry Complaint Types & Their Top 5 Closure Reasons  June - Sept 2014

**PIC-DRP:**
Closure Reasons

- Ry Demonstrated Compliance: 58.3%
- Duplicate complaint (open) - Ry: 16.7%
- Duplicate complaint (closed): 8.3%
- ccTLD: 8.3%
- Invalid Ry: 8.3%

**RESERVED/SLD NAMES:**
Closure Reasons

- Blocked SLD Confirmed (Invalid): 41.8%
- Ry Fixed issue: 32.9%
- Invalid Ry: 8.3%
- Duplicate complaint: 6.3%
- Reserved Name confirmed (Invalid): 11.4%
- Fixed issue: 7.6%
Registry Complaint Types & Their Top 5 Closure Reasons  June - Sept 2014

**ZONE FILE ACCESS: Closure Reasons**
- Ry Fixed issue 60.0%
- Invalid TLD 10.7%
- Fixed issue 10.7%
- Duplicate complaint (open) - Ry 9.3%
- Complaint deemed incomplete (ZFA) 9.3%

**OTHER: Closure Reasons**
- Ry Fixed issue 59.6%
- Complaint outside of scope 24.6%
- ccTLD 5.3%
- Duplicate complaint (open) - Ry 5.3%
- Ry Demonstrated Compliance 5.3%
Registry Complaint Types & Their Top 5 Closure Reasons

June - Sept 2014

DATA ACCESS: Closure Reasons

- Missed deposit resumed 35.7%
- 1st deposit initiated 14.3%
- Registry Operator notice fixed 28.6%
- Invalid deposit fixed 17.9%
- Not applicable to this TLD (Invalid) 3.6%

ABUSE CONTACT DATA: Closure Reasons

- Contact Data published 68.4%
- Ry Fixed issue 15.8%
- No Value 5.3%
- Invalid Ry 10.5%