



# ICANN | 52

# *Singapore*

8-12 FEBRUARY 2015





# Government Advisory Committee

Contractual Compliance | ICANN 52 | 12 February 2015

# Agenda

- ⦿ Contractual Compliance in 2014
- ⦿ Contractual Compliance Accountability & Transparency
- ⦿ Questions and Answers

# Contractual Compliance in 2014

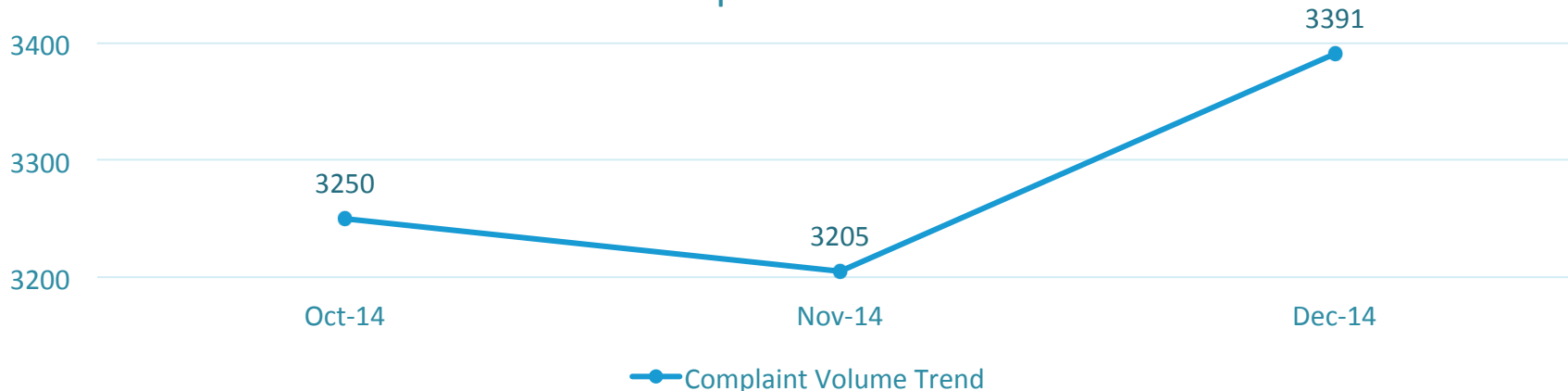
- ⦿ Presence in Singapore, Istanbul and Los Angeles
- ⦿ Readiness for 2013 RAA and New Registry Agreement – staff, systems, process, metrics, communication templates, complaint submission forms, Learn more and outreach activities
- ⦿ Completed proactive monitoring efforts on the Public Interest Commitments and other contractual obligations
- ⦿ Provided compliance recommendations, statistical data and trends to guide policy changes and ongoing implementation strategies
- ⦿ Continuous quality and process improvement efforts
- ⦿ Participated in the WHOIS Accuracy Pilot discussions and began initial efforts to review and test the data provided from the Whois Accuracy Reporting System

# Contractual Compliance Accountability & Transparency

- ⦿ Completed Year-two of the Three-Year Audit Program Audit with a 98% compliance of the sampled population; report is published.
- ⦿ Launched Year-three Audit Program in October 2014
- ⦿ Completed the New Registry Agreement Audit with a 98% compliance of the sampled population; report is published.
- ⦿ Published the 2014 Annual Report
- ⦿ Publish the Contractual Compliance Monthly Performance Dashboard
- ⦿ Continue to evolve the metrics to enable different analysis to support policy development and reviews and align to consumer trust- competition efforts
- ⦿ Link to Reporting & Performance Measurement  
<https://www.icann.org/resources/pages/compliance-2012-02-25-en>

# Contractual Compliance – Q2 Metrics

## Complaint Volume



Total Volume	Oct-14	Nov-14	Dec-14	Q2 Total
Total New	3,250	3,205	3,391	9,846
Total Closed	3,048	2,731	2,967	8,746

Closure Rates [Target >= 55%]	Oct-14	Nov-14	Dec-14	Q2 Average
New Tickets	61%	54%	39%	51%
All Tickets	68%	63%	58%	63%

Turnaround Time (days)	Oct-14	Nov-14	Dec-14	Q2 Average
Received-to-Closed	9.7	9.6	14.2	11.2

**Extract from CEO Q2 Report**

# Questions & Answers



## Send compliance questions

To: [compliance@icann.org](mailto:compliance@icann.org)

Subject line: ICANN 52 GAC Session

Please visit Contractual Compliance Page at

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