

# Contractual Compliance Update

Presenter

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**AsiaPacific**  
Regional Event of ICANN-Accredited Registrars and gTLD Registries

# Q&A



# Agenda

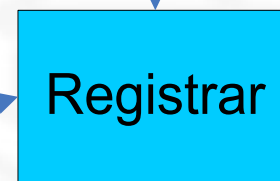
- What is Contractual Compliance?
- Current priorities
  - Improve complaint handling and follow-up processes
  - IRTP audits
  - Staff resourcing

# [Contractual] Compliance



Agreement  
(RRA)

Registrar  
Accreditation  
Agreement  
(RAA)



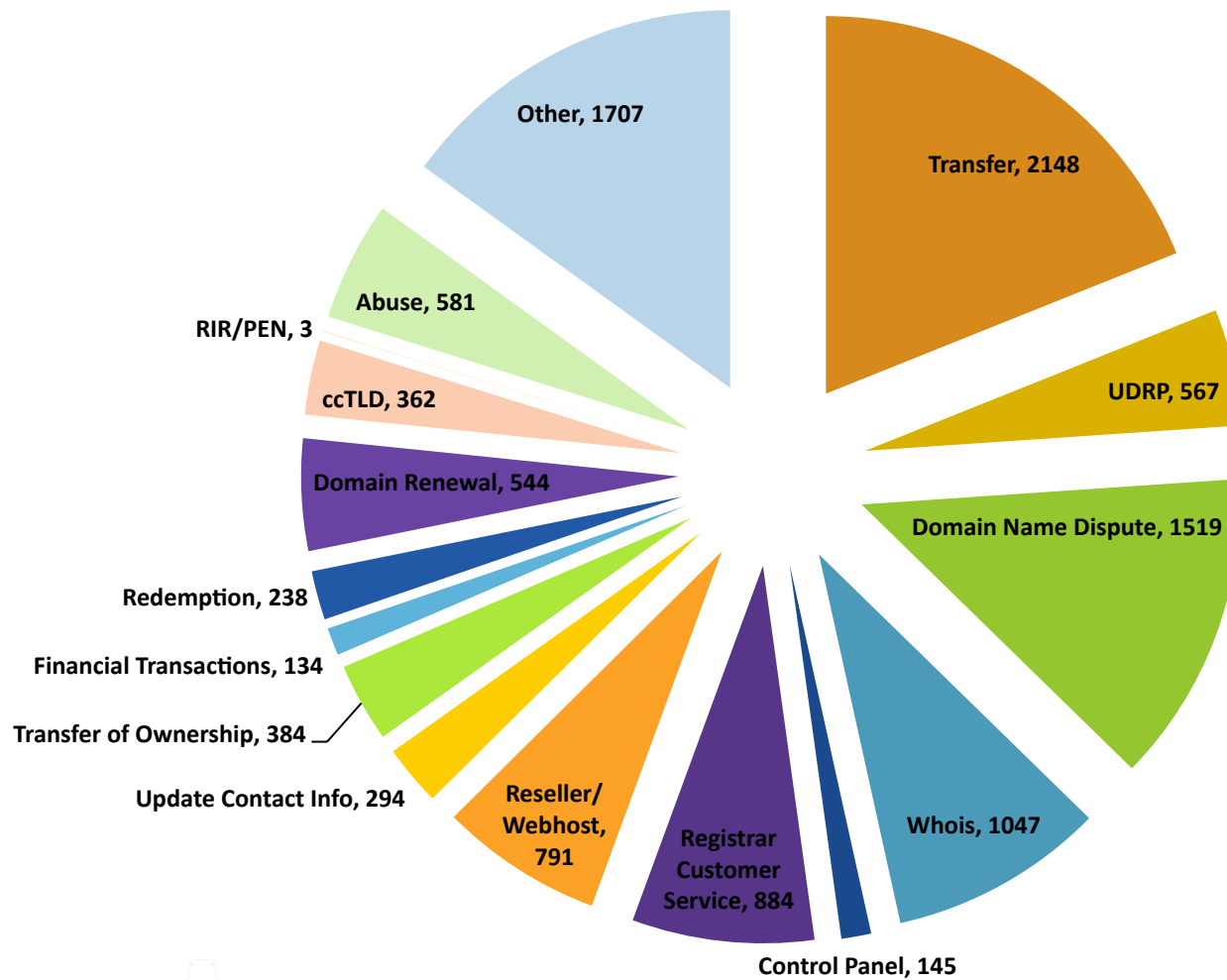
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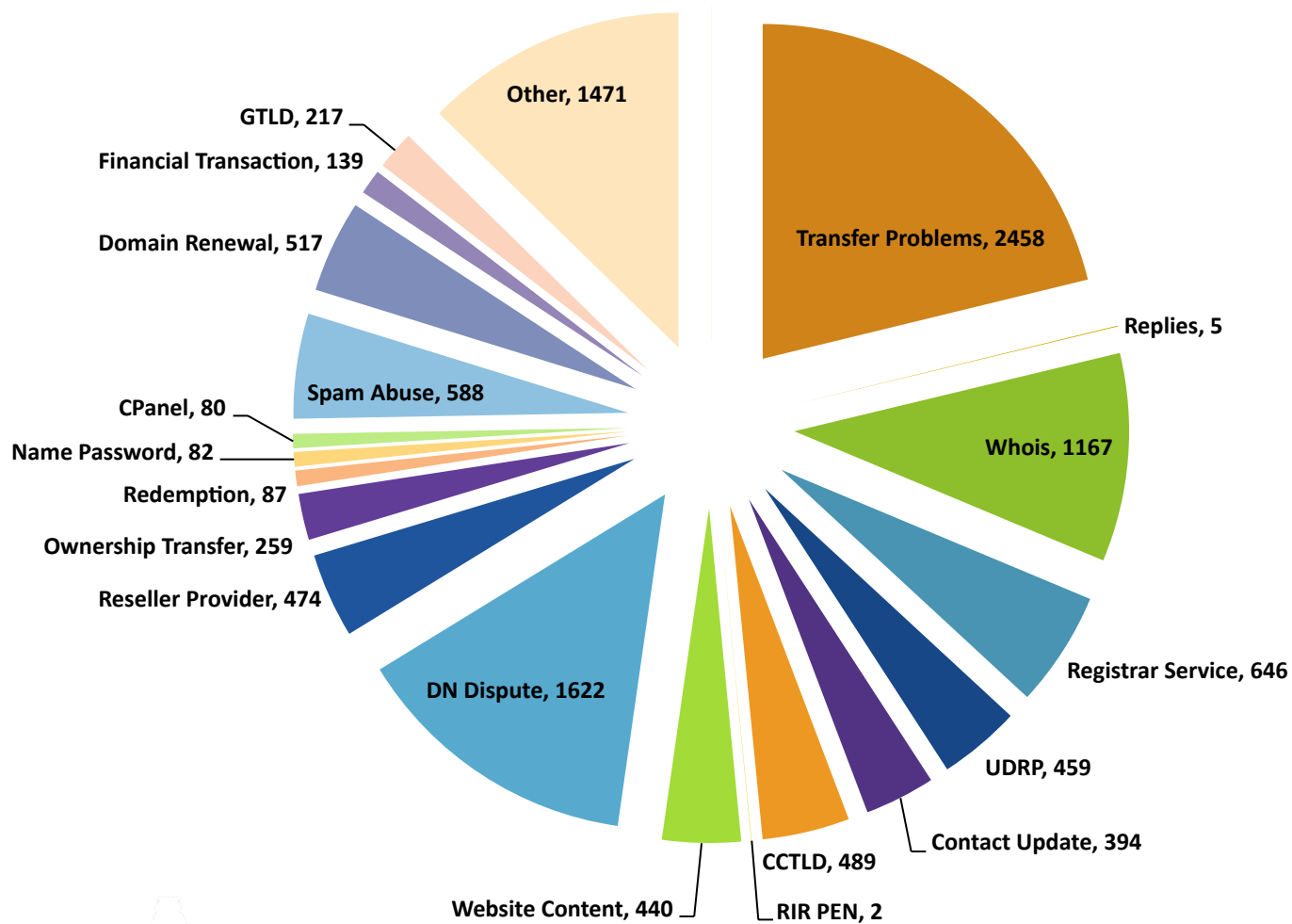
# Complaint Intakes

Tool	Purposes
WDPRS	Whois inaccuracy reports
Port 43 monitoring tool	Monitor registrars' port 43 availability
IDAS	RDE program – deposits and audits
UDRP Intake System	UDRP decisions, complaints, ICANN correspondence with service providers and registrars
C-Ticket	Consumer/customer complaints
icann@icann.org	Consumer/customer complaints or inquiries
Telephone calls	Consumer/customer complaints or inquiries
Emails received by Compliance staff	Special cases or referrals from other ICANN departments, management, registrars/registries...

# Consumer Complaints in 2008: 11,348



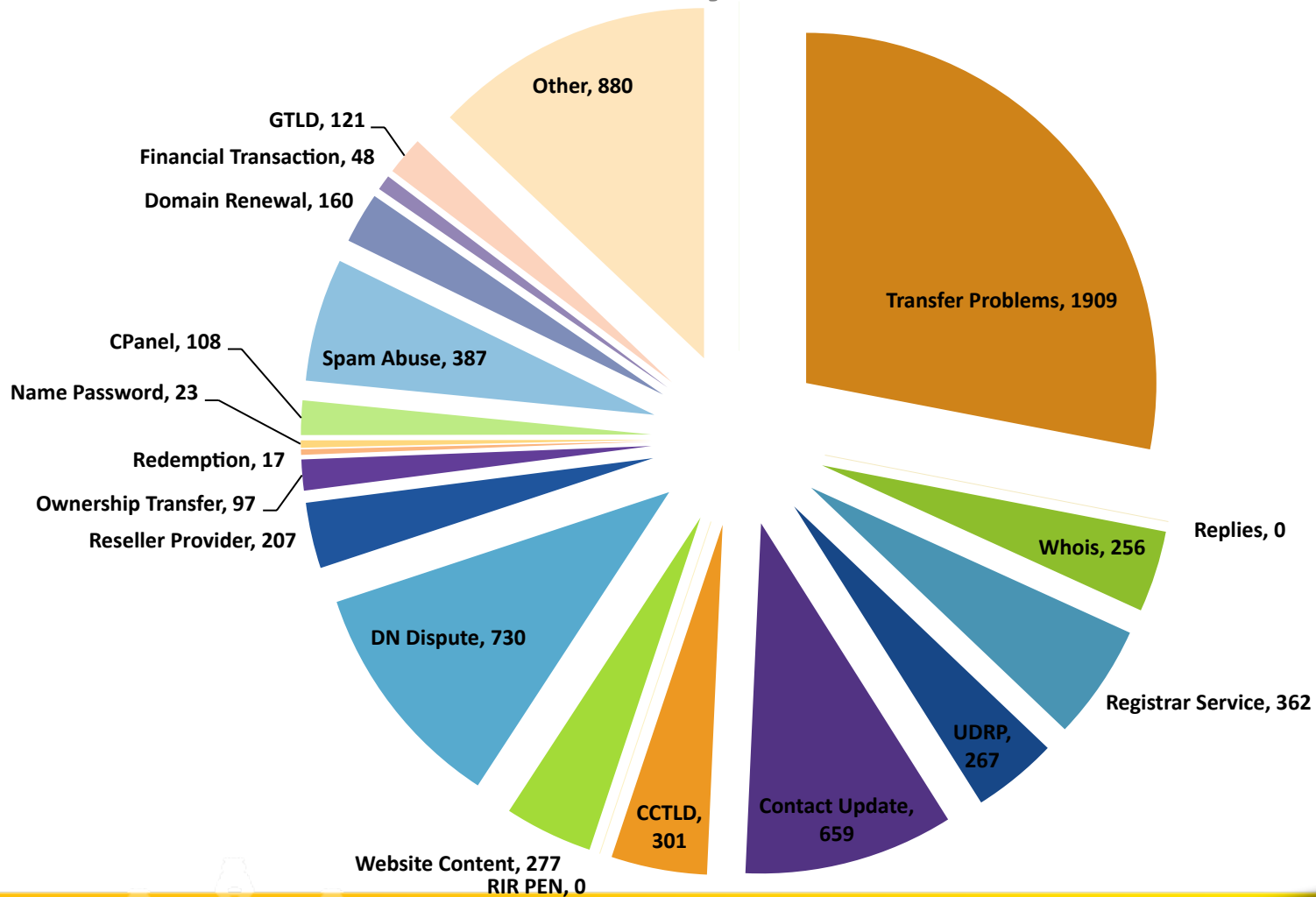
# Consumer Complaints in 2009: 11,596





# Consumer Complaints Jan-July 2010:

6,809



# IRTP Audits



# IRTP Beta Audit

- When: May 2010
- Who: 4 groups, total of 17 registrars audited (= 63% of total gTLD registrations):
  1. Transfer-losing-registrars with NACK rate >20%
  2. Transfer-gaining-registrars with NACK rate > 40%
  3. 5 registrars received most complaints by number
  4. 5 registrars received most complaints by ratio
- What: 119 transfer transactions reviewed

# IRTP Beta Audit Findings

- Timeliness of Registrar Responses:
  - 8 registrars provided information on or before deadline (24 May 2010) whilst others required one or two reminders
- Compliance Rate:
  - 27 transactions were deemed noncompliant (= 77% compliant)

# IRTP Beta Audit Findings –

## Based on Registrar Groups

Group	Complaints	Actual	Ratio	Complaints	Actual
2	Gaining	5	10 or actual	5	0
3	Complaint by number	4	5	2	2
4	Complaint by ratio	4	5	3	1

\* A registrar is deemed compliant if each of its transfer transactions that were subject to audit was considered in compliance with the IRTP.

# Staff Search



# Changes and Challenges...



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