

Contractual Compliance

AP Registrar Outreach

6 April 2013

Agenda

- General Updates
- Contractual Compliance Overview and Discussions

Our Vision, Mission and Approach

ICANN's Vision

One World. One Internet.



Contractual Compliance's Vision

To be a "trusted" Contractual Compliance service provider

ICANN's Mission

To coordinate the stable and secure operation of the Internet's unique identifier systems.



Contractual Compliance's Mission

To preserve the security, stability and resiliency of the Domain Name System and to promote consumer trust

ICANN's Approach

Open and Transparent
Equitable Treatment



Contractual Compliance's Approach

Prevention through collaboration
Transparency through communication
Enforcement

Organization Update

- **Contractual Compliance reports to CEO**
- **15 Staff members strong**
 - Head of Compliance (1)
 - Registrar and Registry Compliance (13)
 - Prevention & Enforcement
 - Operations
 - Performance Measurement and Reporting
 - Risk and Audit Management (1)
- Arabic, English, French, Hindi, Korean, Mandarin, Spanish and Urdu

Link to Contractual Compliance Staff -

<http://www.icann.org/en/resources/compliance/staff>



Three-Year Plan

Strengthen program and operations (Core Operations)

Establish performance measures and improve reporting (Transparency and Accountability)

2011

Assessment Phase

Stabilize operations

Assess people, processes and tools

Develop improvement plan

Begin implementation of plan

2012

Transformation Phase

Grow staff in number and expertise

Standardize operations

Plan and develop

- Systems enhancements/process

- Global metrics

- Audit strategy

- Annual Compliance Report

New gTLD readiness

2013

Future Phase

Continuous Improvement

- Operations

- Plan for internal audit

Consolidate Contractual Compliance Systems

Rollout Annual Audits

New gTLD readiness (cont.)

Standardize Operations - on plan

Internal Collaboration Tool



Centralized repository

Registrar/Registry docs

Compliance templates, process, validation procedures, etc.

Systems - Process



Bridge Gap Solution

Increased Efficiency & Tracking

Update current systems to align business process

ONE Compliance Management Tool



Improve user experience:

- interface
- follow-up/thru
- Multiple complaints

Efficiency & Effectiveness

- Scalability
- Proactive complaint Management
- New gTLD & Registry Complaint Management

Metrics Data Analytics



Data Mining Trending & Analytics

Complaint Management

Metrics, KPI and Dashboard

Consolidated Complaint System Update

<http://www.icann.org/en/resources/compliance/complaints>

Improved User Experience

- ✓ Moved complaint submission from Internic.net to ICANN.ORG
- ✓ Whois Inaccuracy rolled out 25 March 2013
- ✓ User Friendly & Easier Navigation
- ✓ Added site navigation based on complaint types
- ✓ Frequently Asked Questions and Guidance will be in 6 UN languages
- ✓ Filing a complaint will be in English
- ✓ Improved email correspondence to the complaint reporter and the Registrar/Registry
- ✓ Added a follow-up Continuous Improvement Pulse Survey for the reporter and contracted parties

Consolidated Complaint System Update

Phased Approach to rollout:

- ✓ Tested new complaint processing system with registrars
- ✓ Launched Whois Inaccuracy
 - Automating Enforcement notices
 - Migrating Transfers (IRTP)
 - Automating UDRP
 - Migrating Renewal/Redemption (EDDP/ERRP)
 - Migrating Whois Access
 - Migrating Registrar Contact
 - Automating Data Escrow with deposit status

Changes for Registrars

Single 'From' email address for complaints

Email to Registrar stating complaint closed

Pulse survey included in all closed complaints

Consolidated Complaint System Update

Rollout Plan for Consolidated Compliance System

By ICANN 47 - July 2013

- Move remaining complaint forms from Internic to ICANN.ORG
- Complete migration into consolidated complaint application
- Add capability to submit multiple complaints for same complaint type
- Finalize & implement Bulk Complaint into new system

By ICANN 48 - Nov 2013

- Prioritize & Define new Registry complaint technical specifications
- Improve metric reporting application
- Migrate compliance functions into ICANN Enterprise CRM

Contractual Compliance Reporting

Improved Transparency

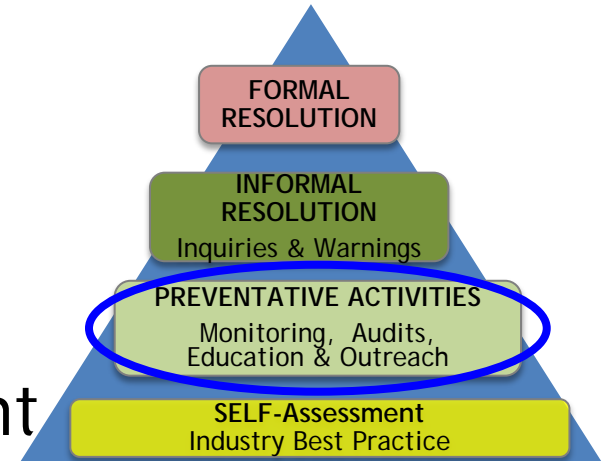
Compliance Reporting:

- ✓ Publish Annual Report found at:
<http://www.icann.org/en/resources/compliance/reports>
- ✓ Publish Monthly Updates found at:
<http://www.icann.org/en/resources/compliance/reports>
- ✓ Reporting in 6 UN languages

Compliance Global Metrics:

- ✓ Online Access to Compliance Metrics on MyICANN found at:
<https://www.myicann.org/>

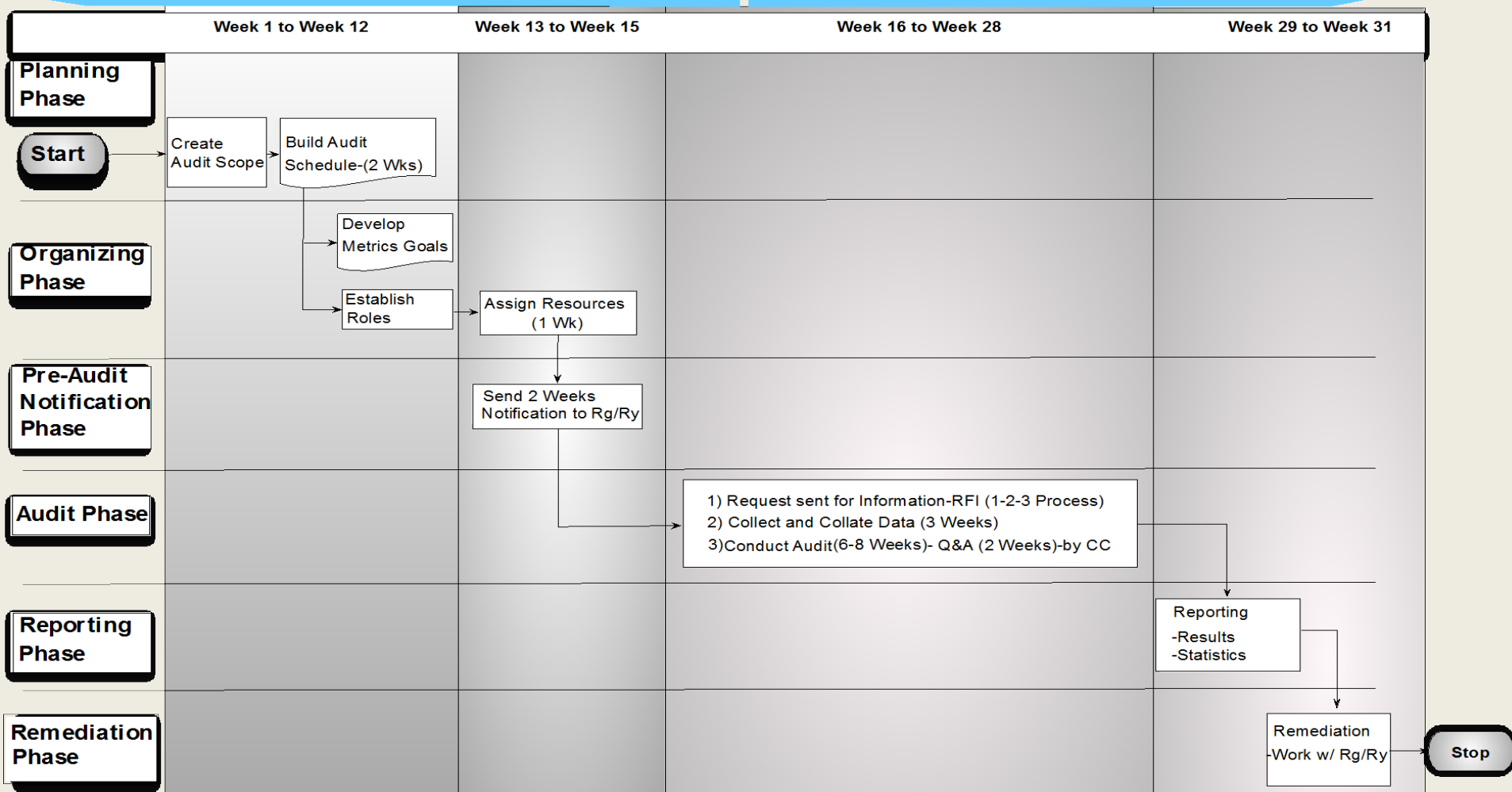
Overall Audit Plan



- Rollout in 2013
- Each Registry and Registrar agreement
- Random selection over a three-year period
 - Year one: 1/3rd of Registry and Registrar Agreements
 - Year two: another 1/3rd from the remaining list
 - Year three: the remaining 1/3rd of all contracted parties
- New agreements may be included, at any time
- May be subject to more than one audit
- Three outreach sessions held in September 2012 with contracted parties

Overview of Phases

2012-2015 Audit Process Flow



***Planning:**
13 Aug. 2012 to 30 Aug. 2012
***Organizing:**
30 Aug. 2012 to 30 Oct. 2012

***Organizing (resources):**
5 Nov. 2012 to 9 Nov. 2012
***Pre-Audit Notice:**
12 Nov. 2012 to 23 Nov. 2012

***RFI:** 26 Nov. 2012 to 4 Jan. 2012
***Audit (includes collection):** 7 Jan. 2013 to 29 Mar. 2013
***Questions/Answers:** 1 April 2013 to 12 April 2013

***Report Results:**
Approximately 15 April 2013 to 19 April 2013
Remediation Efforts: 22 April 2013 to TBD (to be determined)

Audit Communications to Date

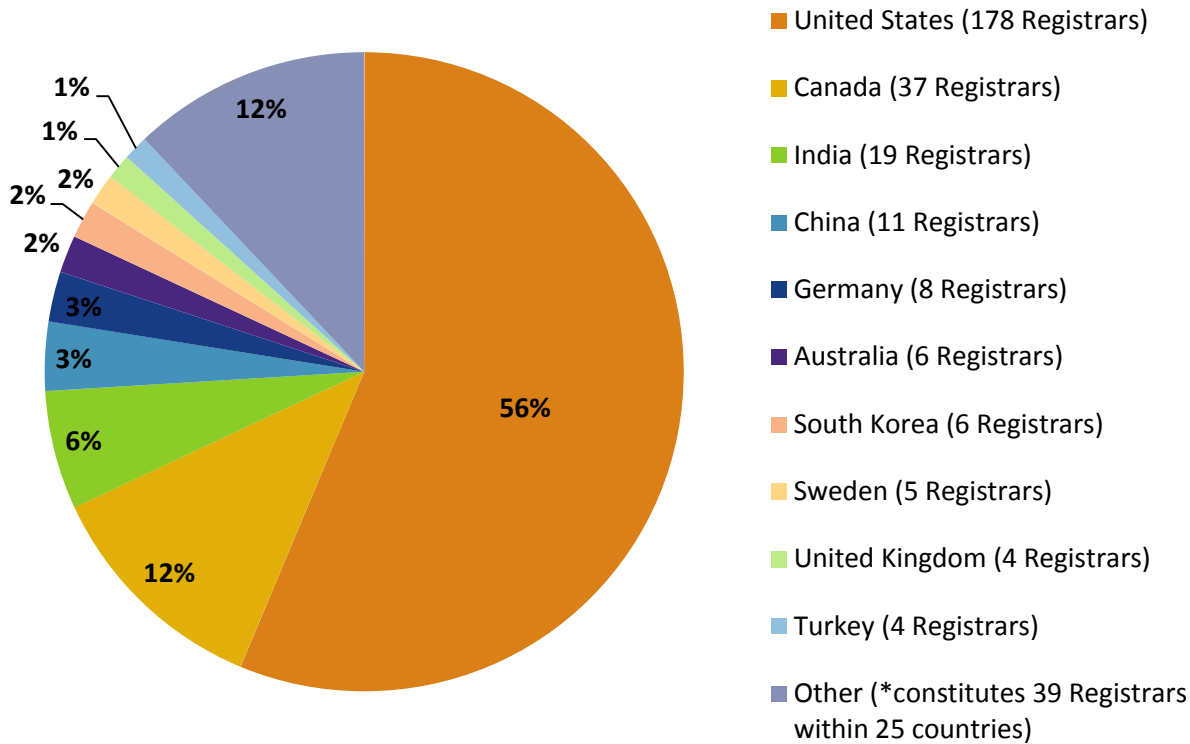
- + Pre-Audit Notice emailed on 13 November 2012
- + 1st (Nov. 26), 2nd (Dec. 17) and 3rd (Dec. 28) notices both emailed and faxed to 317 Registrars, 6 Registries
- + 1) Reminder sent to 317 Registrars and 6 Registries on 4 December, 2012
2) Reminder sent on 20 March to Batch 1&2 Registrars
- + Frequently Asked Questions (FAQ) sent to all Registrars on 10 December 2012
- + Newsletter Updates
- + Registrar Audit Report:
 - + Batches 1&2 - issued 8 Mar (97 total)
 - + Batch 3 - issued 22-26 Mar (62 total)
 - + Batch 4 (final) - issued 29 Mar (28 total)
- + Registry Audit Report:
 - + Batch 1 - issued 22 Mar (2 total)
 - + Batch 2 - issued 26 Mar (2 total)
 - + Batch 3 - issued 29 Mar (1 total)

Countries Represented (Year 1)

Registries: 4 US TLDs, 1 Asia, 1 UK

Registrars:

Audit Year 1 – Top 10 Selected Registrar Countries



Language	# of Rg
1 Mandarin Chinese	12
2 Cantonese	1
3 Korean	6
4 French	6
5 German	6
6 Spanish	5
7 Swedish	5
8 Dutch	4
9 Turkish	4
10 Italian	3
11 Ukrainian	2
12 Hungarian	2
13 Polish	2
14 Russian	2
15 Japanese	2
16 Danish	2
17 Arabic	2
18 Hebrew	1
19 Portuguese	1
20 Vietnamese	1
21 Norwegian	1
Total Registrars	70

*Total count on countries covered- 35 Countries



RFI Phase - Breach Letters

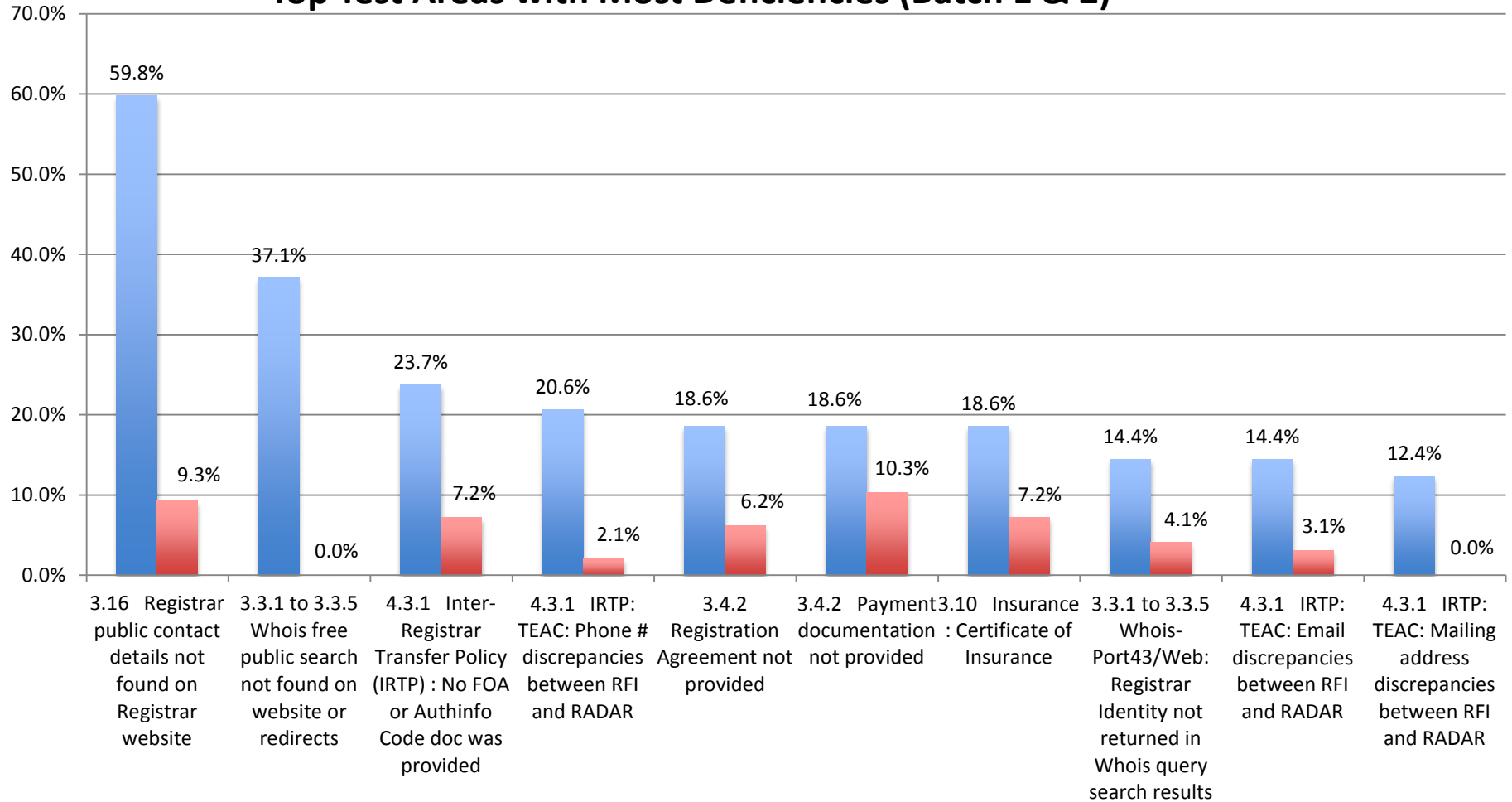
(11 Jan 2013 - 31 Mar 2013)

IANA	Registrar	Cure Date
282	Central Registrar, Inc. DBA Domainmonger.com (last login: 1/14)	Termination Status
439	USA Webhost, Inc.	15 January 2013
475	R. Lee Chambers Company LLC d/b/a DomainsToBeSeen.com (insufficient data)	Termination Status
1039	Cheapies.com Inc. (insufficient data)	1 February 2013
1155	Power Brand Center Corp. (Owe \$17K- breach extended to 2/8)	29 January 2013
1405	Internet NAYANA Inc.	17 January 2013
1421	Lime Labs LLC (to be de-accredited/terminated)	Termination Status
1428	Homestead Limited dba Namevault.com	1 February 2013
1509	Korea Electronic Certification Authority, Inc. (Crosscert, Inc.)	17 January 2013
1586	Mat Bao Trading & Service Company Limited d/b/a Mat Bao	15 January 2013

Audit Phase - Statistics (Year 1)

■ Mar 8, 2013 % Registrars w/ Potential Deficiencies
■ Mar 27, 2013 % Registrars w/ Potential Deficiencies

Top Test Areas with Most Deficiencies (Batch 1 & 2)



Audit Phase - Statistics (Year 1)

Top Test Areas with No Deficiencies – Batch 1 & 2

1. 3.7.5.3 to 3.7.5.6 EDDP-Domain name renewal: Domain is referenced in payment documentation and documentation of deletion notification
2. 3.12 Reseller agreement fully addresses provisions 3.12.1, 3.12.2, 3.12.3, and 3.12.5
3. 4.3.1 Consensus Policies – Inter-Registrar Transfer Policy (IRTP): Authinfo code documentation reference the domain name
4. 4.3.1 Consensus Policies - IRTP: Transfer Emergency Action Contact (TEAC) : Contact information populated in RADAR

Audit Phase – 8 January to 12 April (Year 1)

- + Review all uploaded documents (about 20,000) collected from 317 Registrars, as well as data files from the Registries
- + Issue an Audit Report directly to each contracted party
 - + No Deficiencies, No Further Action Required
 - + With Deficiencies, Will require Remediation Plan (will follow 1-2-3 Notice Process)
- + Audit Phase Survey

Reporting Phase (Year 1)

“Public” Reports to be published by June 2013

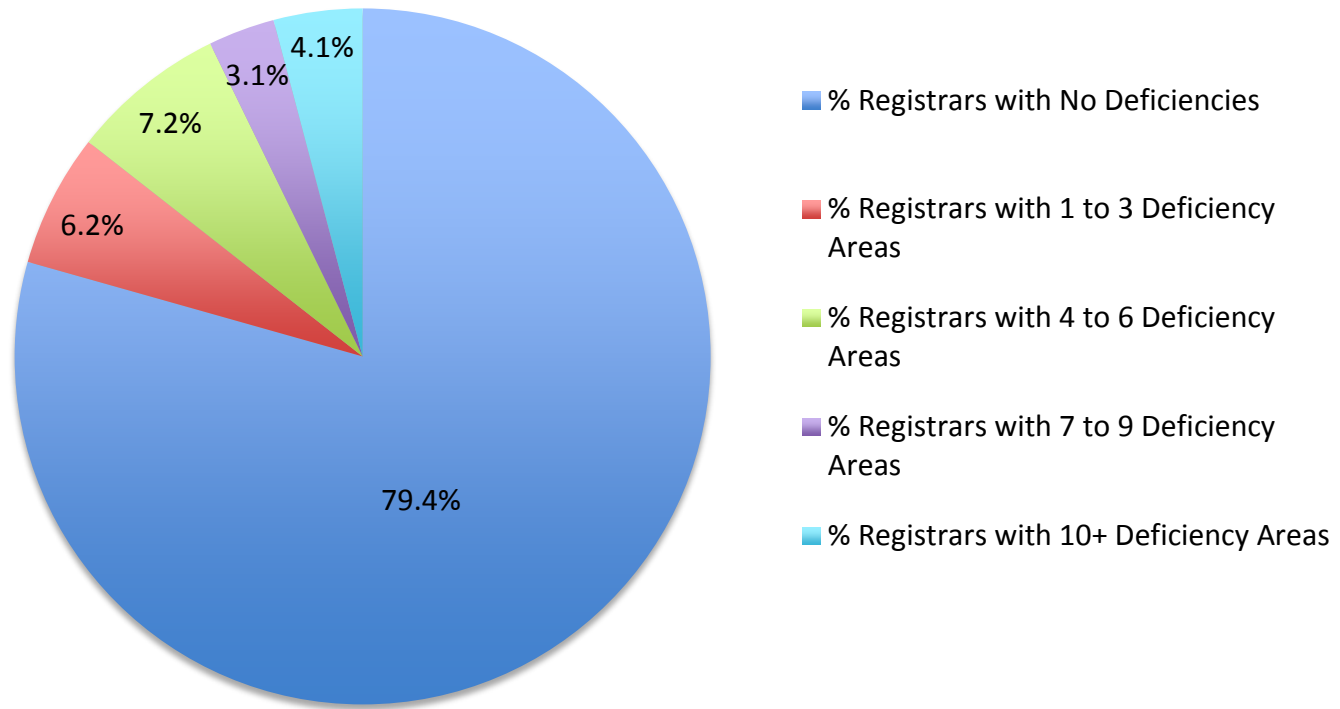
- + List of Registrars/Registries
- + Statistics Reports (see Remediation section):
 - + RFI Phase Completion %, Audit Phase Completion %
 - + % Registrars with Deficiency (per provision)
 - + Breach Notice

“Non-Public” Reports

- + Audit Report results to every registrar and registry at Audit Phase completion

Reporting Phase (Year 1)

Batch 1 & 2 (97 Registrars)



As of 27 March 2013

Remediation Phase (Year 1)

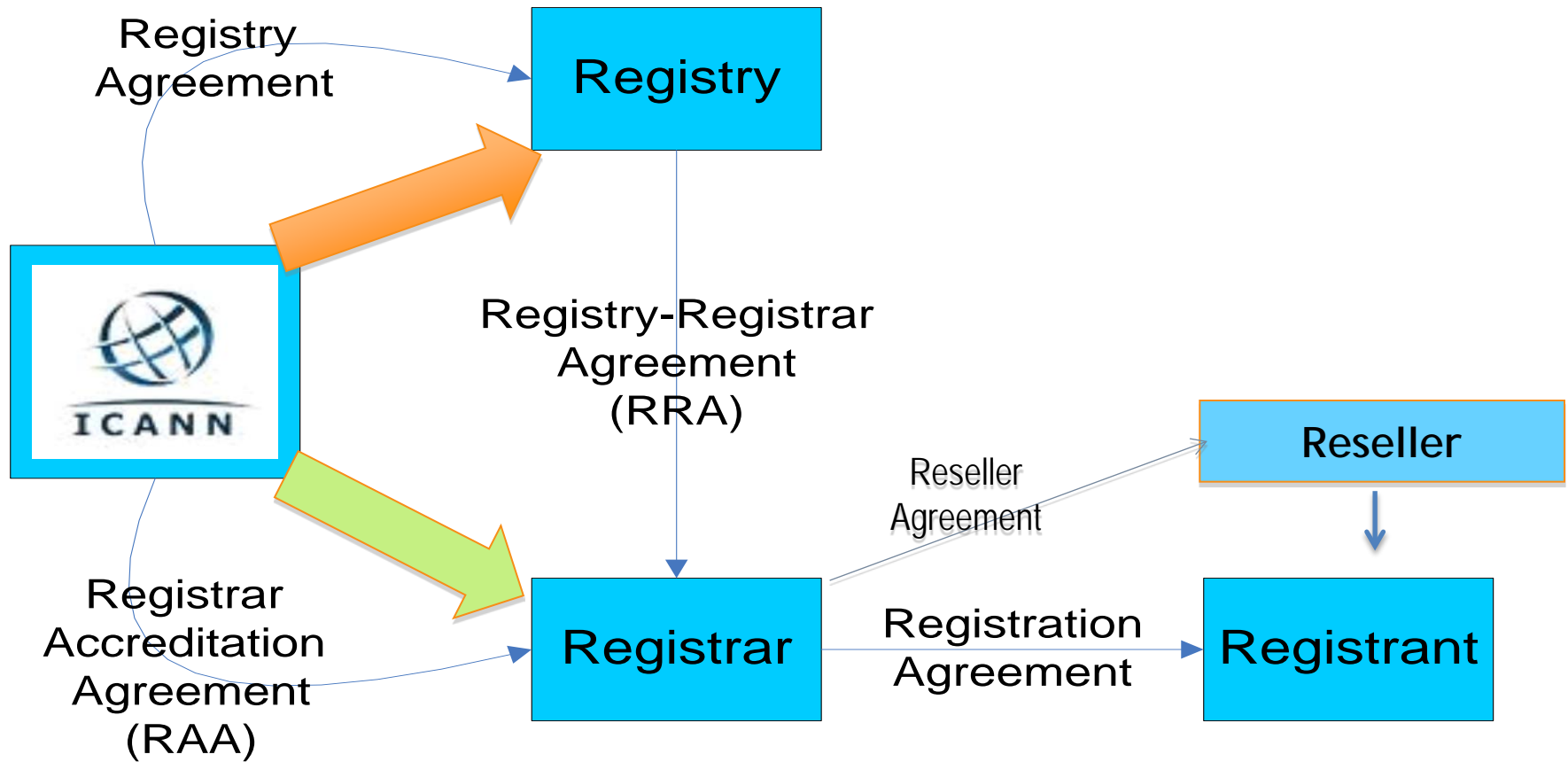
Status Types:

- + In remediation
- + Complete with no deficiencies
- + Have not responded
 - + Escalated to Enforcement

Agenda

- General Updates
- **Contractual Compliance Overview and Discussions**

Contractual Relationship Overview



Registrars: register domain names (~ 967)

Registry operators: keep the master file for all domain names that end in a particular suffix (18)

Registrant: registered name holder (legal domain name owner)

Contractual Compliance Model and Approach

Culture of Compliance

1. Bottom-up
2. Multi-stakeholder

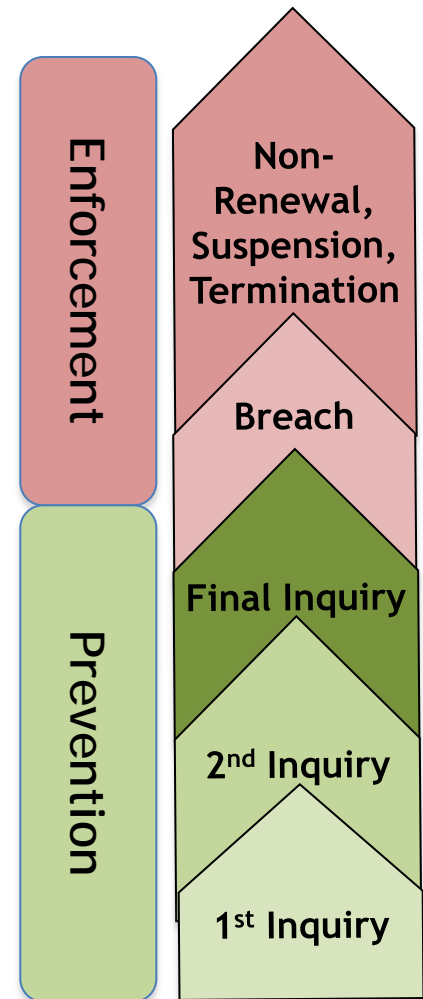
FORMAL RESOLUTION
Enforcement
PUBLISHED

NOT in Good Standing

INFORMAL RESOLUTION
Inquiries & Notices
(1-2-3 Process)

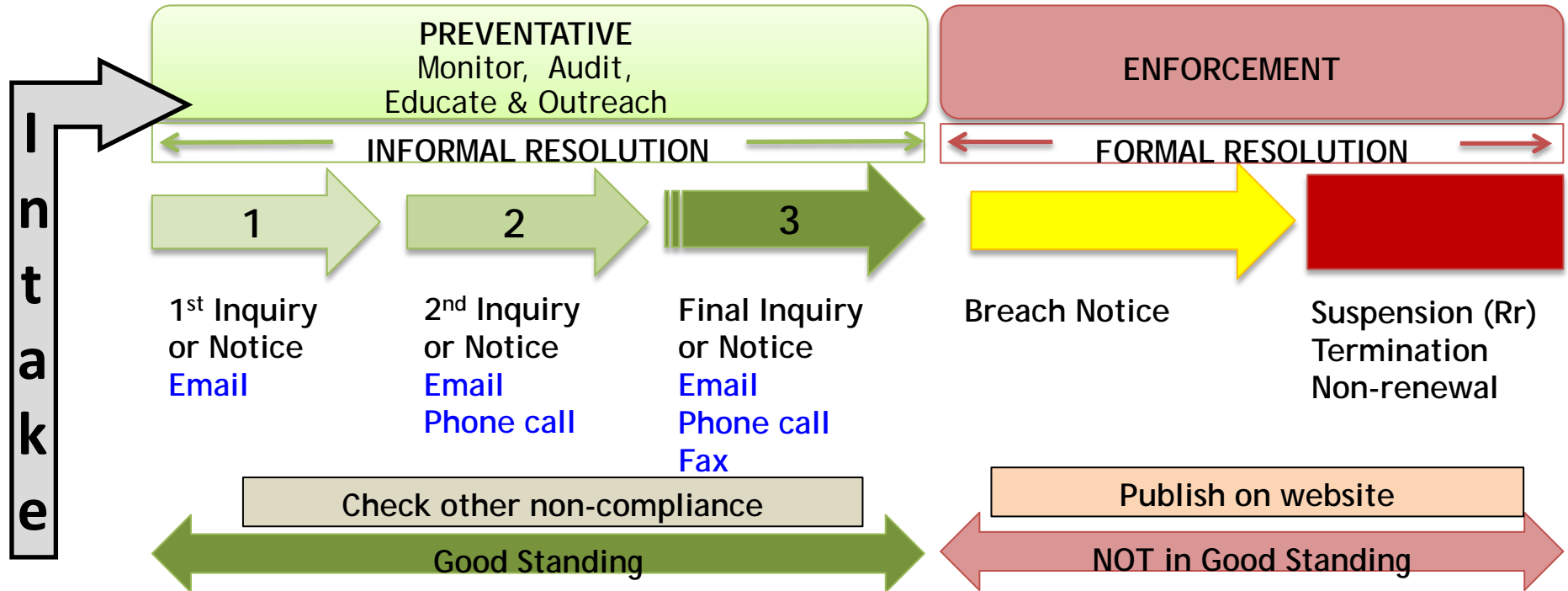
Good Standing

PREVENTATIVE ACTIVITIES
Monitoring, Audits, Education & Outreach

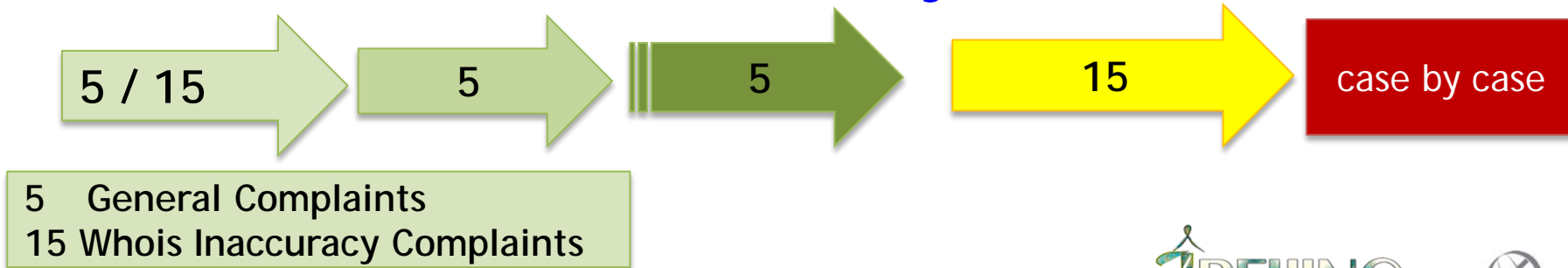


Process

General Approach & Turn Around-Time



Turn Around Time in Business days



Contractual Compliance

Complaints per Domain Volume

October 2012 - February 2013

N. America	99.4M	4,820	.005%
	721	237	32.9%

Europe	22.7M	1,354	.006%
	155	90	58.1%

Asia/A/P	22.3M	3,467	.016%
	152	96	63.2%

Latin America	1.2M	314	.025%
	23	13	56.5%

Africa	3,743	0	0%
	6	0	0%

LEGEND	December 2012 Domain Volume/Million	# Complaints	% Complaints per Domain Volume
	# registrars per region	# registrar w/ Complaints	% registrars with complaints per region

26 Note: "# registrars per region" data may contain some obsolete registrars but is retained for reporting history

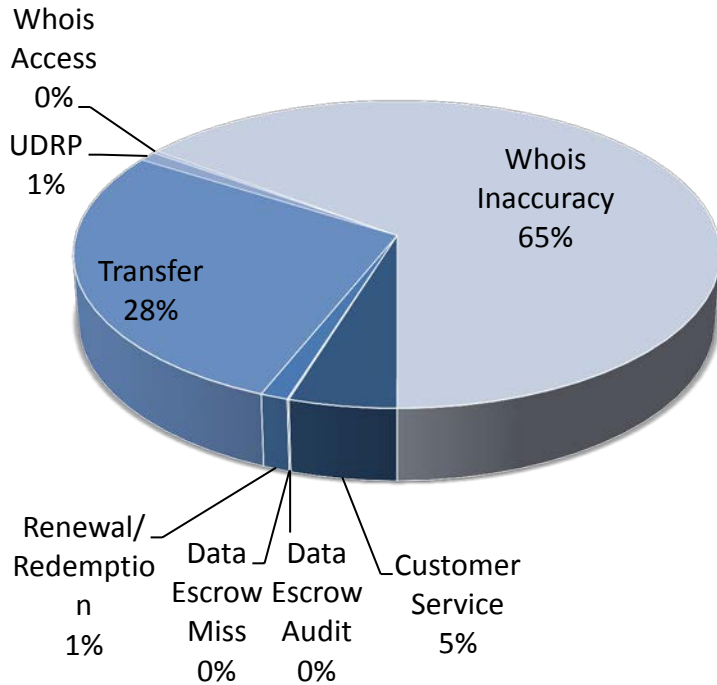


Contractual Compliance Complaint Volume

Asia Pacific

October 2012 - February 2013

Asia Pacific



3,464 Complaints

4 Enforcement Actions

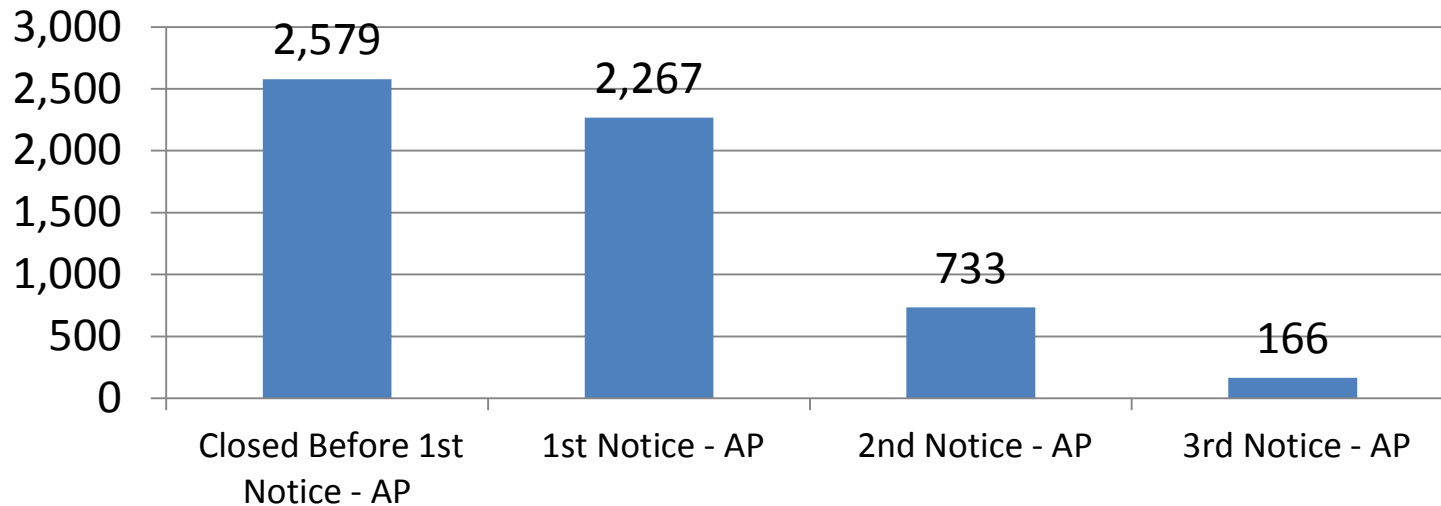
Oct 2012- Feb 2013	All Complaints Received by Type	Global Quantity	Asia/Australia/Pacific
Prevention Phase	Customer Service	3,503	257
	Data Escrow Audit Invalid	9	0
	Data Escrow Miss	63	4
	Transfer	2,412	1,487
	UDRP	280	53
	Renewal / Redemption	398	66
	Whois Access	116	15
	Whois Inaccuracy	5,963	1,582
	Total Complaints	12,744	3,464
Enforcement Phase	Breach	19	4
	Suspension	0	0
	Terminated/ Non-Renewal	8	0

Complaints per Notification Cycle

Asia Pacific - Oct 2012 - Feb 2013

<i>Global Complaint Summary</i>	Sept Carryover Complaints	Oct - Feb Total Complaint Received	Oct - Feb Complaints Closed	Oct - Feb Complaints Remaining Open
	6,936	12,744	18,020	1,660



Oct 2012 – Feb 2013



Closed Before 1st Notice = # tickets received AND closed without any notice being sent to a registrar

Enforcement Activity

Asia Pacific - Oct 2012 - Feb 2013

 	Internet NAYANA Inc 1405.	Korea Electronic Certification Authority, Inc. 1509.	Mat Bao Trading & Service Company Limited d/b/a Mat Bao 1586.
Additional concern-conduct re. Contractual Compliance audit program			
Additional concern-failure to respond to UDRP verification requests			
Escrow registration data (RAA 3.6)			
Link to ICANN's registrant rights & responsibilities website (RAA 3.15)			
Maintain and provide communication records (RAA 3.4.2/3)			
Pay accreditation fees (RAA 3.9)			
Provide a reasonable opportunity to unlock the domain name (IRTP 3)			
Provide AuthInfo code (IRTP 5)			
Provide communication records (RAA 3.4.3)			
Provide documents within 15 days (RAA 5.9.2)			
Provide Whois Services (RAA 3.3.1)			
Respond to audits (RAA 3.14)			

As of Feb 28, 2013

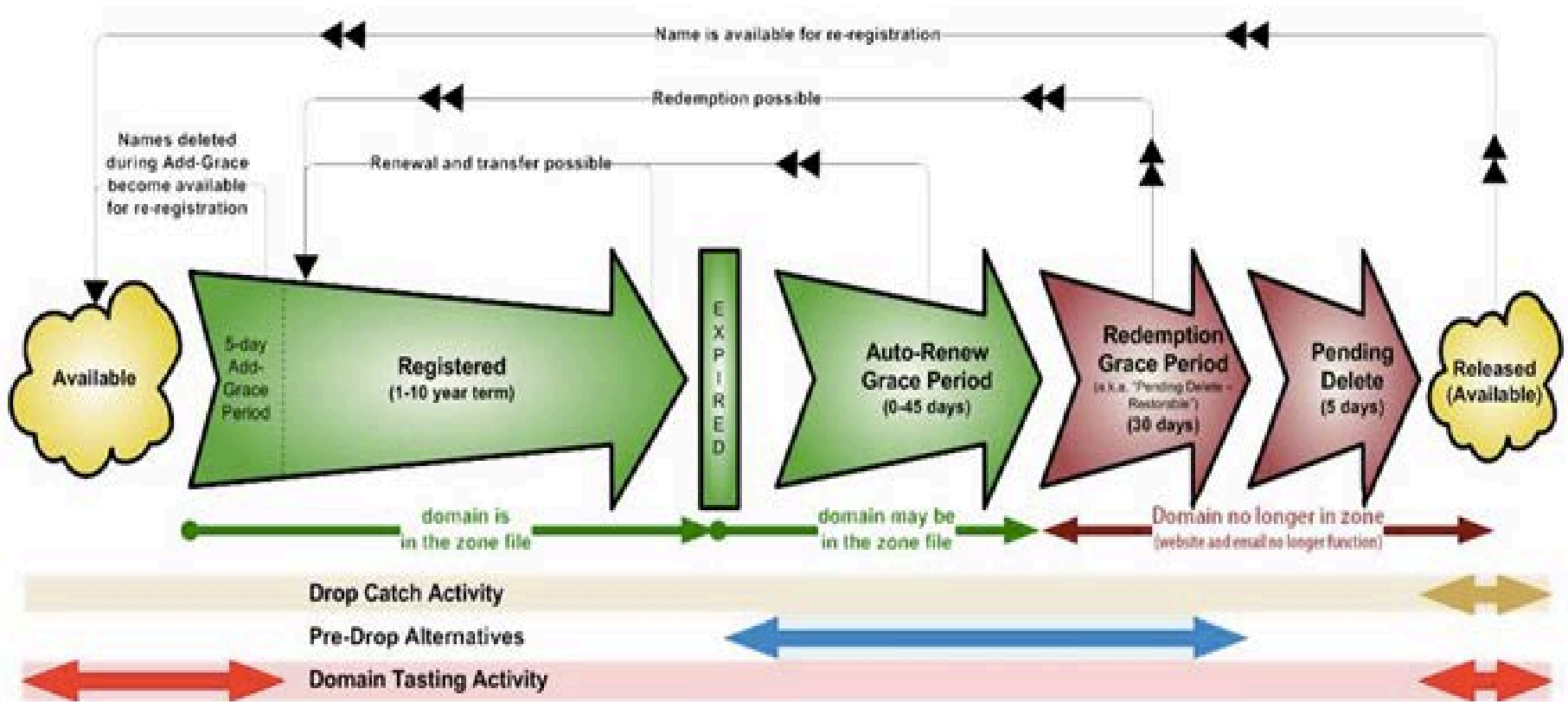
Cured

Not Cured

Terminated



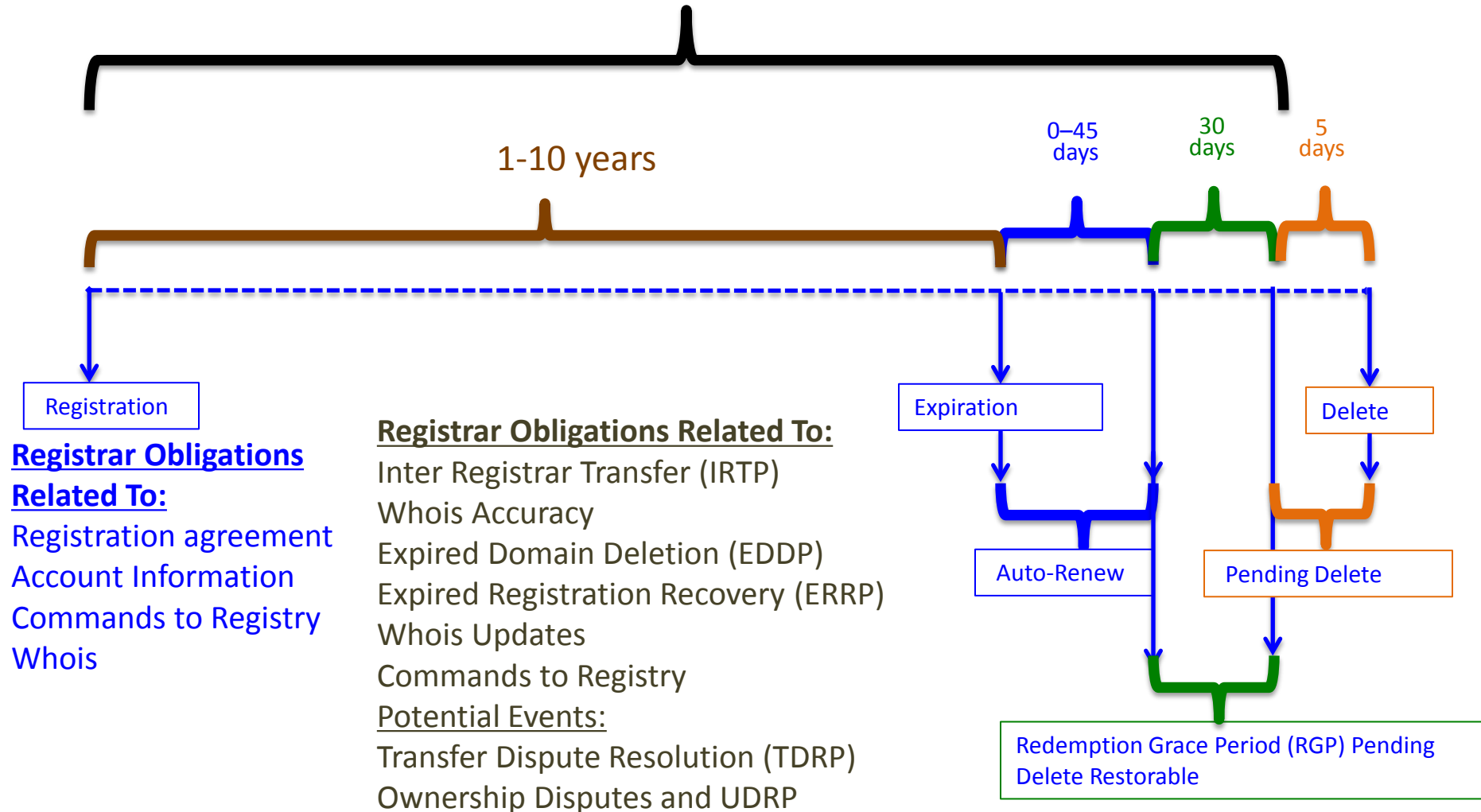
Domain Name Life Cycle



<http://archive.icann.org/en/registrars/gtld-lifecycle.jpg>

Agreement & Domain Name Life Cycle

Record Retention – Life of Domain name + 3 years



Registrar Contact Data

Point of contact with registrar and where compliance communications, notices and enforcement are sent

- Keep the contact information in ICANN's Registrar Database (RADAR) up-to-date

To change/update Primary Contact

Download and complete the primary contact update form

<http://www.icann.org/en/registrars/primary-contact-update-form-en.pdf> and fax it to ICANN at +1-310-823-8649.

For questions regarding contact data, please contact registrar@icann.org.

Registrar Web Posting Obligations

- Provide valid contact details including e-mail and mailing addresses
- Provide a link to ICANN's Registrant Rights and Responsibilities page at:
<http://www.icann.org/en/resources/registrars/registrant-rights-responsibilities>
- Use the ICANN-accredited registrar logo

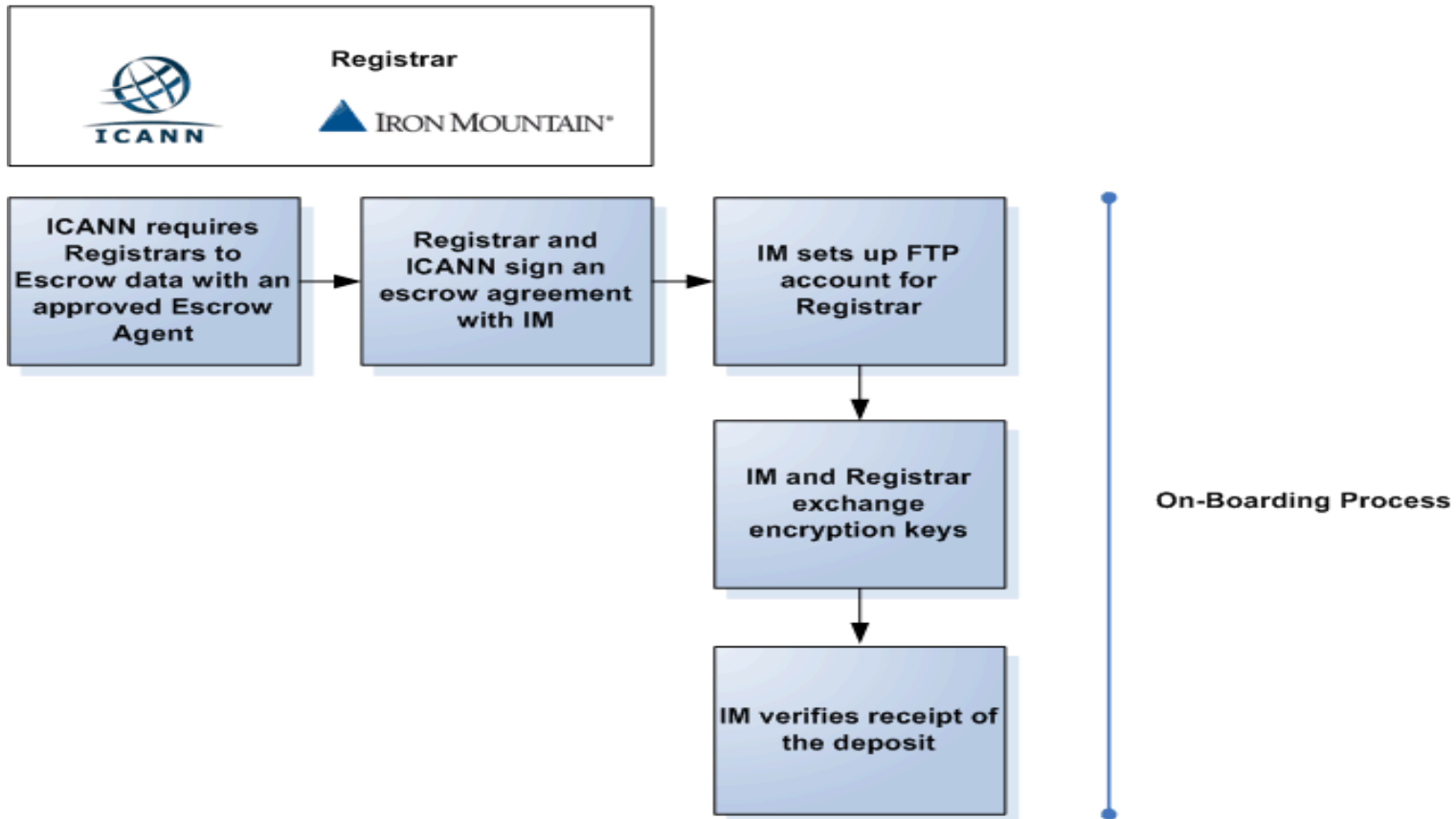


Registrar Data Escrow (RDE)

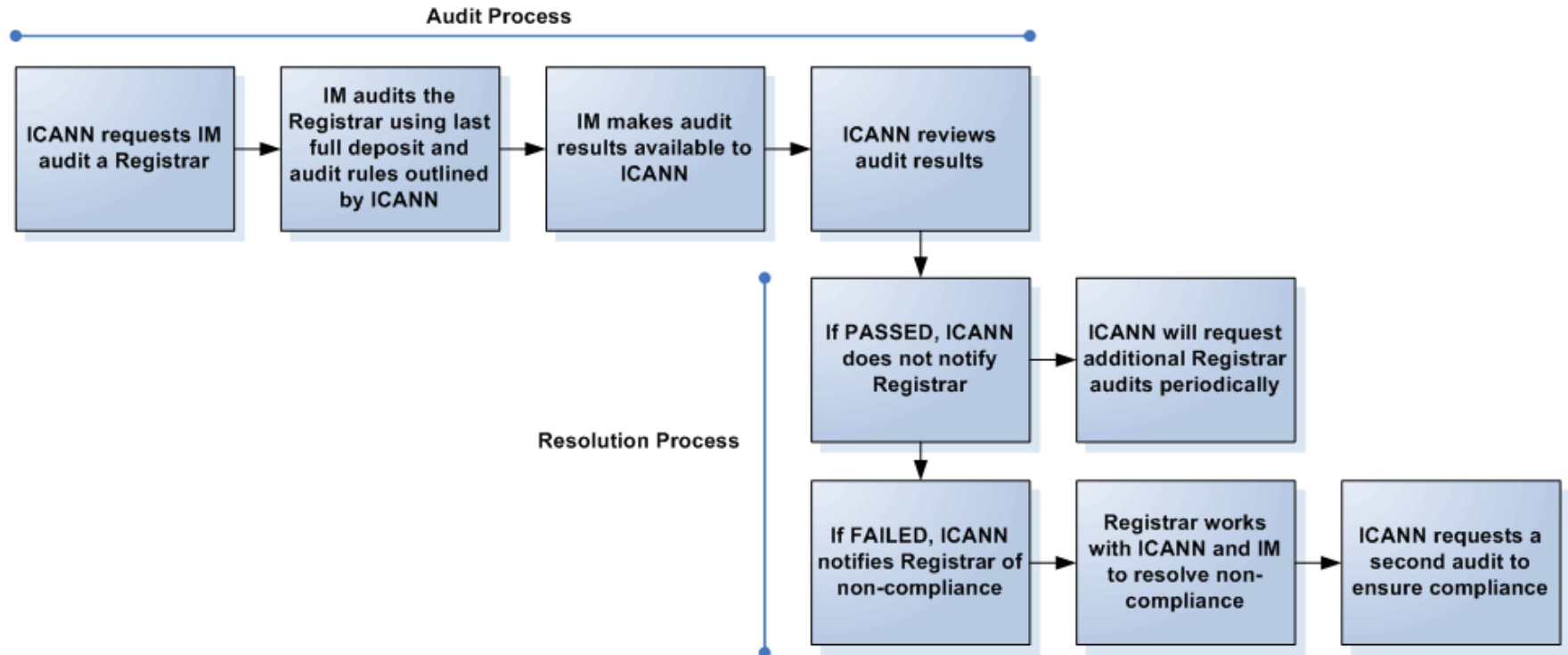
- Registrars with registered names are required to deposit registration data into escrow
- ICANN monitors the data deposits to ensure that they:
 - Are made on schedule (daily/weekly)
 - Correspond to each registrar's requirements (full deposit only vs. full and incremental deposits)
 - Are valid in format and completeness
- Manual data escrow audits are performed upon request

How Does Data Escrow Work?

3-Party Escrow Agreement



Data Escrow Audit Process



How To Avoid Common Errors

Most typical errors:

- Data in deposit does not match Whois lookup
- Whois lookup blocked
- Incomplete header row (missing ICANN required fields)
- Deposit file is empty or only contains a header row
- Deposit file name is incorrect
- Handle file (if required) is missing from the deposit
- Not comma de-limited
- Full file and Handle file contains no header row

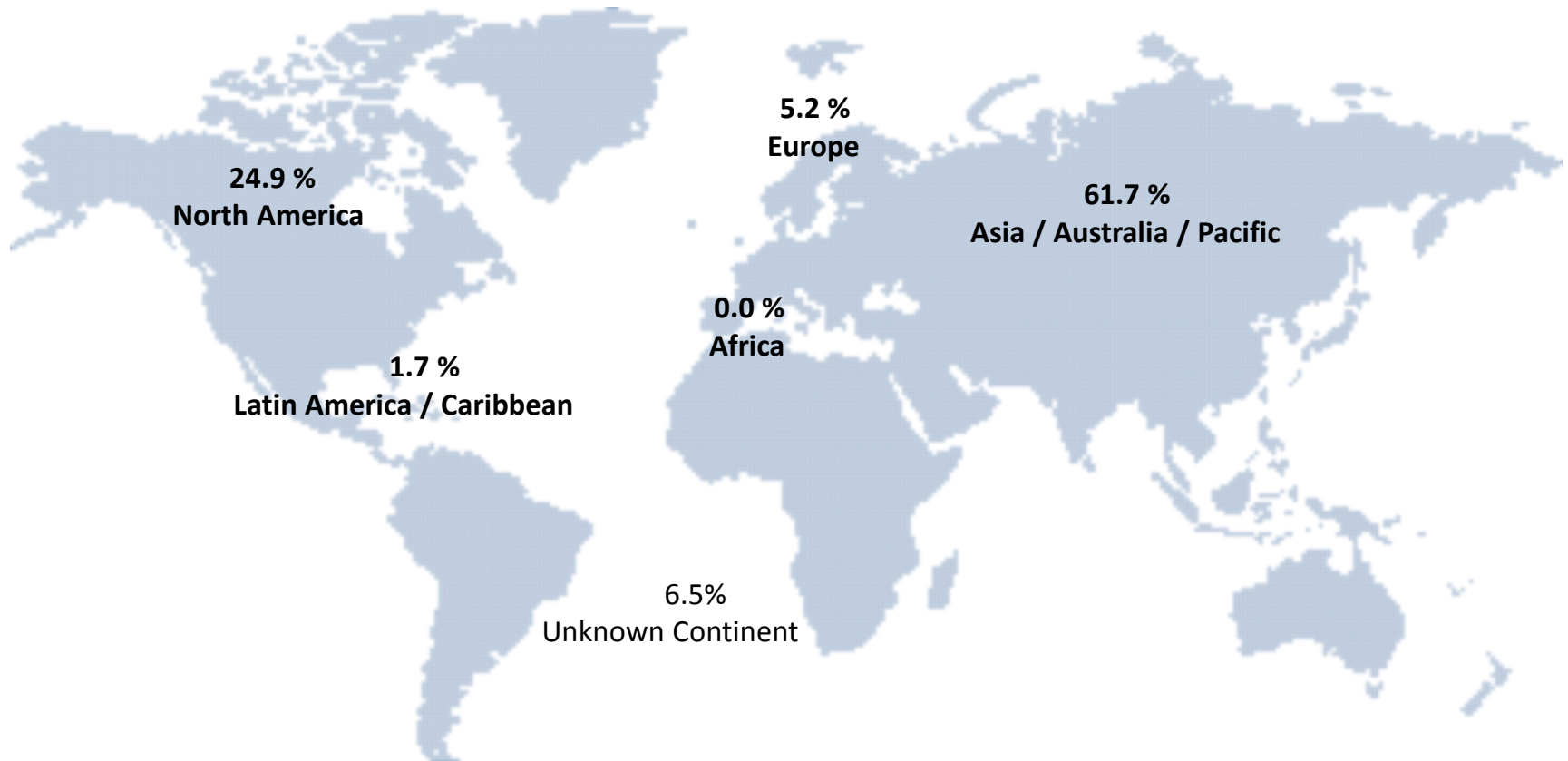
How To Avoid Common Errors

Before you send your first deposit (in either a ZIP/TAR file), **VERIFY** it's contents.

- Ensure it complies with the ICANN RDE Specification
- Periodically **CHECK** your deposits
- If you receive a 'Fail Audit' inquiry from ICANN, work with ICANN and Iron Mountain to resolve the issue ASAP

Complaint Distribution by Region

Transfers - October 2012 - February 2013



ICANN CONSENSUS POLICIES

Inter Registrar Transfer Policy

Registrars must:

- Provide Auth-Info codes within 5 days of request, or
- Provide means for registrants to retrieve Auth-Info codes from control panel
- Receive FOA from Transfer Contact (registrant or admin contact), when acting as gaining registrar
- Provide means for registrants to unlock domains, or
- Unlock domain within 5 days of request

ICANN CONSENSUS POLICIES

Expired Domain Deletion Policy (EDDP)

Registrar is required to:

- Send at least 2 renewal reminders prior to the expiration of a domain name
- Inform registrants of the policy
- Publish the domain auto-renewal and deletion policy
- Post fees for recovering domains in Redemption Grace Period

ICANN CONSENSUS POLICIES

Expired Registration Recovery Policy (ERRP)

- Effective Date: 31 August 2013
- Purpose
 - Establish minimum communication requirements for registrars
 - Make renewal and redemption of registrations uniformly available in prescribed circumstances
 - Align registrant expectations with registrar practices
- Link: <http://www.icann.org/en/resources/registrars/consensus-policies/errp>

ICANN CONSENSUS POLICIES

Expired Registration Recovery Policy (ERRP)

Communication Requirements

Old:

Send two renewal notices prior to expiration. EDDP

New:

- Specific times for sending renewal notices (1 month and 1 week prior to expiration).
- 3rd renewal notice required after 5 days (if no renewal and name is not deleted by Registrar).
- Renewal notices must be provided in the language of the registration agreement.
- Renewal notices must be communicated in a manner that does not require affirmative action to receive the notice.

ICANN CONSENSUS POLICIES

Expired Registration Recovery Policy (ERRP)

Communication Requirements (cont.)

Old:

- Registrar required to provide notice to each new registrant describing its deletion and auto-renewal policy. If Registrar operates a website, details of Registrar's deletion and auto-renewal policies and any fee charged for recovery during the Redemption Grace Period (RGP) must be displayed on the website. EDDP

New:

- Renewal, post expiration renewal and redemption/restore fees must be clearly displayed on registrar's website and a link included in the registration agreement
- Registrars must ensure fees are displayed on resellers' websites

ICANN CONSENSUS POLICIES

Expired Registration Recovery Policy (ERRP) Renewal and Redemption

Old:

- No standard renewal requirements.

New Renewal Requirements:

- Beginning at the time of expiration until the time the registrar deletes the domain name, the registrant must be permitted by the registrar to renew the expired registration.
- Registrars may delete registrations any time after exp.
- DNS Resolution Interruption Periods in the ERRP
 - Registrar deletion 0-8 days after expiration – registrar must interrupt the resolution path upon expiration
 - Registrar deletion 8 or more days after expiration – last 8 consecutive days after expiration, registrar must interrupt the resolution path

ICANN CONSENSUS POLICIES

Expired Registration Recovery Policy (ERRP)

Renewal and Redemption (Cont.)

Old:

No standard redemption requirements

New Redemption Requirements:

- Registries must offer a Redemption Grace Period of 30 days immediately following the deletion of a registration, during which time the deleted registration may be restored at the request of the registrant by the registrar that deleted it.

ICANN CONSENSUS POLICIES

Uniform Domain Name Dispute Resolution Policy (UDRP)

Registrar must provide the following when responding to an ICANN inquiry regarding a UDRP matter:

- The correspondence in which they communicated to ICANN, the service provider and the parties
- The date for the implementation of the Decision & findings of the complaint
- The steps taken to address the complaint
- Link to UDRP providers - <http://www.icann.org/en/help/dndr/udrp/providers>

UDRP Procedural Issues

- Registrar not responding to verification requests from service providers
- Complexity of matters involving “Mutual Jurisdiction”
- Complainants not providing information for registrars to update Whois

Registration Data & Records

Registrars are:

- Required to maintain and provide registration data and records of written communications
- Registrars are responsible for maintaining data and documents and providing them to ICANN regardless of the business model (reseller)

Examples of records

- Time stamped log of the execution of the Registration Agreement (per domain), or a paper copy
- Communications with the Registered Name Holder related to:
 - Auth-Info codes
 - FOAs
 - Renewal Reminders
 - WDRP Notices
- In electronic form, records of the accounts of all Registered Name Holders with Registrar, including dates and amounts of all payments and refunds

Registration Agreement

- Agreements should include all of the provisions required by Section 3.7.7 of the RAA -
 - To be in compliance: Must include the same or equivalent language in Sections 3.7.7.1 - 3.7.7.12 of the RAA.

Note: 3.7.7 Registrar shall require all Registered Name Holders to enter into an electronic or paper registration agreement with Registrar including at least the following provisions ...

Whois Access

Access -

- All ICANN-accredited registrars are required to provide public access to contact details for each domain name via the web and Port 43

Whois Inaccuracy

- Registrars are required to take reasonable steps to investigate and correct Whois data inaccuracy claims
- To validate ICANN requests:
 - Etc.
 - **The correspondence with the registrant, including dates and times and means of inquiries (To/From), telephone number, e-mail addresses, and postal addresses used**

Whois Inaccuracy

ICANN's end goal is to obtain a fact-based response from the registrar that supports their actions to address the complaint.

Some fact based acceptable responses:

- A statement from the registrar stating that the updated data is accurate, because the domain is owned by the registrar itself.
- Whois changes showing that the domain has actually been suspended or cancelled.
- For registrant changes of Whois data or when registrants confirm that the information is accurate, ICANN requests copies of the communications (email or phone log) containing the DATE/TIME/TO/FROM fields.
- Other information available to registrar to confirm or correct the Whois data.

Whois Inaccuracy

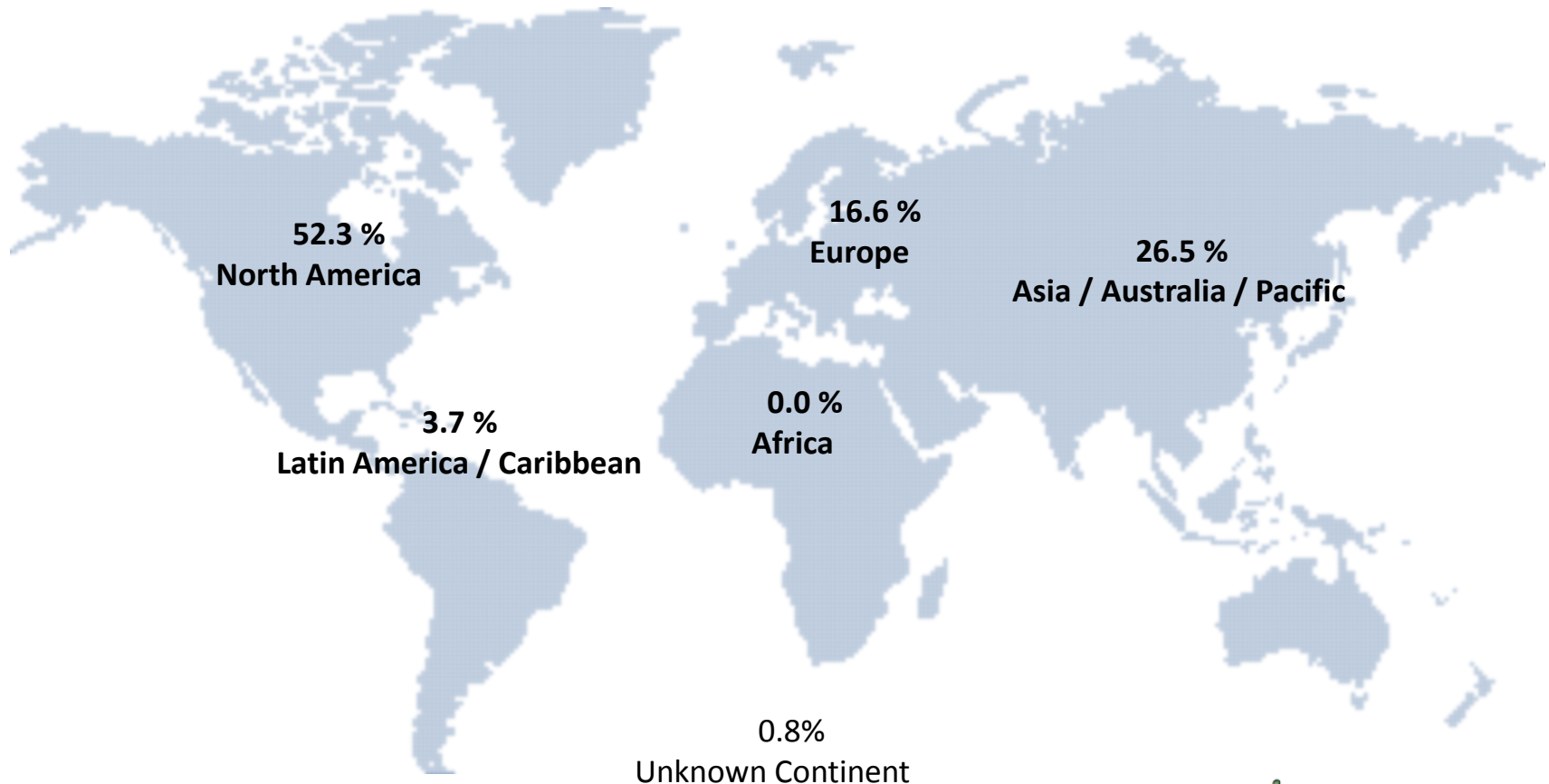
Not acceptable:

- 'Still attempting to verify'.
- 'Registrant confirmed accurate' but no communications provided.
- Copy of communication provided, but not showing who it was sent to and from.
- 'Data updated' but Whois unchanged.

Complaint Distribution by Registrar Region

Whois Inaccuracy

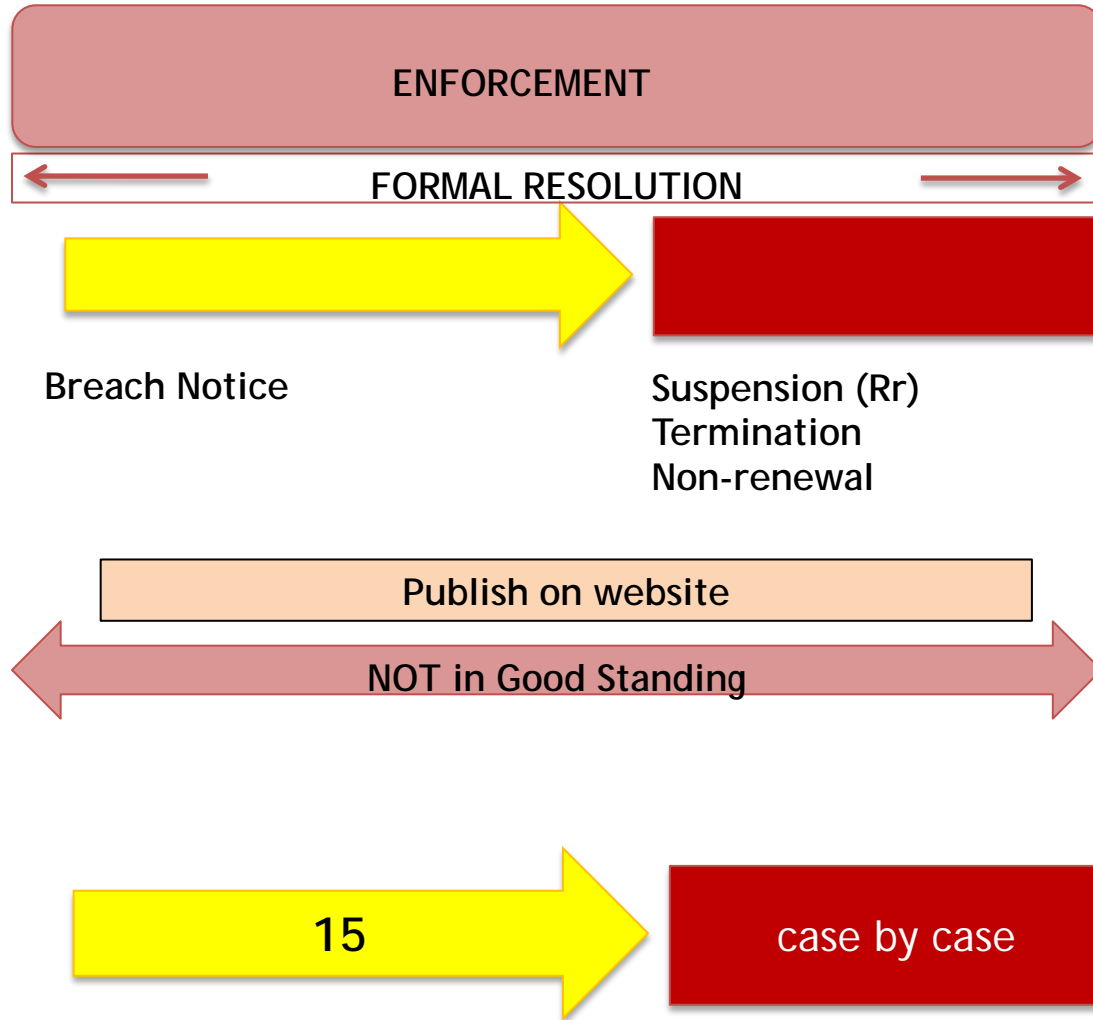
October 2012 - February 2013



Improper or invalid reports are:

- Domain use issues, such as spam or website content
- “Known” domain name
- Irrelevant/Invalid comment (i.e., there is no requirement for a domain registrant to respond to inquiries)
- Privacy/proxy protection service – What if the privacy service does not include an address or provides an invalid address? This type of complaint should be processed by ICANN.
- Contains profanity or other offensive comments.
- Not consistent with the current Whois data
- For a country code top level domain (ccTLD) name
- Incomplete (i.e., lacks sufficient detail)
- Too broad (i.e., lacks sufficient specificity)
- Duplicate of another prior pending ticket

Enforcement Phase



Registrar Suspension Update

Suspension Criteria (section 2.1 in 2009 RAA)

... suspend a registrar's **ability** to create new registered names or **initiate inbound transfers** of registered names for one or more TLDs for **up to a twelve (12) month**

Suspension Duration:

1. X days up to 12 months
2. Suspend until termination
 - Not cured and/or No or little effort
3. Suspend pending cure
 - Work underway to cure and/or Work not completed

[Frequently Asked Questions Link](#)



Suspension Communication

Breach Notice Period

- Monitor progress during breach period
- Heads-up to potential registry operators re a “potential” suspension

Suspension Notice

- Communicate Suspension to registrar
- Communicate Suspension to potential registry operators
- Publish suspension notice

Suspension Period

- Validate with registrar (checkpoint)
- Monitor the registrar’s registration activities
- Inform relevant registry ops of next steps

Wednesday Outreach Sessions Room

Room: Function Auditorium

11:00 - 12:30 Contractual Compliance Update

Additional Resources

- Learn more about ICANN Compliance

<http://www.icann.org/en/resources/compliance>

Thank You & Questions?

Please send questions to Compliance@icann.org
Subject line: ICANN46 AP Compliance Outreach Meeting

ICANN Consensus Policies

1. Uniform Domain Name Dispute Resolution Policy

- A fast, cost effective mechanism to resolve cybersquatting claims
- Neither registrar nor ICANN are parties to proceedings
- ICANN's role is to ensure registrars implement UDRP decisions

2. WHOIS Data Reminder Policy

- Intended to improve WHOIS accuracy
- Registrars' obligation is to send an annual reminder to registrants

3. Inter-Registrar Transfer Policy

- To provide domain portability and better consumer choice

4. WHOIS Marketing Restriction Policy

- Registrars to provide third party bulk-access to WHOIS under an agreement and set maximum annual fees chargeable by registrars at \$10,000
- Prohibit use of WHOIS data for certain marketing purposes

ICANN Consensus Policies

5. Restored Names Accuracy Policy

Requires registrars to place “Registrar Hold” status on a domain name until the registrant has provided updated and accurate Whois information under certain circumstances

6. Expired Domain Deletion Policy

Requires registrars to delete domain names if registrants do not consent to renewal after 2nd renewal reminder, barring extenuating circumstances

Requires registrars to post on their websites renewal fees and policy

7. Registry Services Evaluation Policy

Process and criteria for evaluating new registry services proposed by a registry operator

8. Add Grace Period Limits Policy (AGP)

Intended to curb domain tasting

9. Expired Registration Recovery Policy

Ensures that renewal and redemption of registrations are uniformly available in prescribed circumstances

Registry Compliance Obligations

- Compare SLA requirements with actual performance measures in Monthly Reports
 - DNS Availability/Performance/Outages
 - Whois Availability/Performance/Outages
 - SRS Availability/Performance/Outages
- Registry Data Escrow
- Provide Whois service web and Port 43 access
- Provide Bulk Zone File Access
- Provide Monthly Reports to ICANN

Stacy – please provide more details in here; for ex. Listing all required fields; Review data escrow for x; for actual performance, review and compare for ...



Registry Compliance Obligations

- Timely Provide Monthly Reports
- Compare SLA requirements with actual performance measures in Monthly Reports
 - DNS Availability/Performance
 - Whois Availability/Performance/Outages
 - SRS Availability/Performance/Outages
- Escrow Registry Data
- Provide Whois service web and Port 43 access
- Provide Bulk Zone File Access
- Comply with Reserved Names Requirements
- Pay Required Fees

ICANN Contractual Compliance New Complaint Navigation, FAQ & Whois Inaccuracy Form

- Moved complaint submittal from Internic to ICANN.ORG
- Reorganized Complaint Navigation
- Improved Frequently Asked Question (FAQ) content
- Add Take Action column to search data or submit complaint
- Expands for remaining compliance complaints

Internet Corporation for Assigned Names and Numbers

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Contacting ICANN Regarding Contractual Compliance Complaint

Submit a Complaint

Please refer to the table below to address the most common complaints ICANN receives on accredited registrars that may be in violation of the Registrar Accreditation Agreement (RAA) and/or the consensus policies.

"Learn More" links to Frequently Asked Questions on common topics. The "Take Action" column links to the appropriate form to file a complaint or lookup data.

Some complaints are outside of ICANN's scope and authority; for example, unsolicited commercial email, or spam. For this type of complaint, a referral is provided.

Help With?	Learn More	Take Action
Whois Complaints	About Whois Complaints	
Whois Inaccuracy	About Whois Inaccuracy	Whois Inaccuracy Form
Registrar Compliance	About RAA Complaints	Internic Problem Report
Registry Compliance	About Registry Compliance	email to compliance@icann.org
ccTLD Compliance	About ccTLD Compliance	

<http://www.icann.org/en/resources/compliance/complaints>

