



# Contractual Compliance



Commercial and Business  
Users Constituency (CBUC)

Pam Little

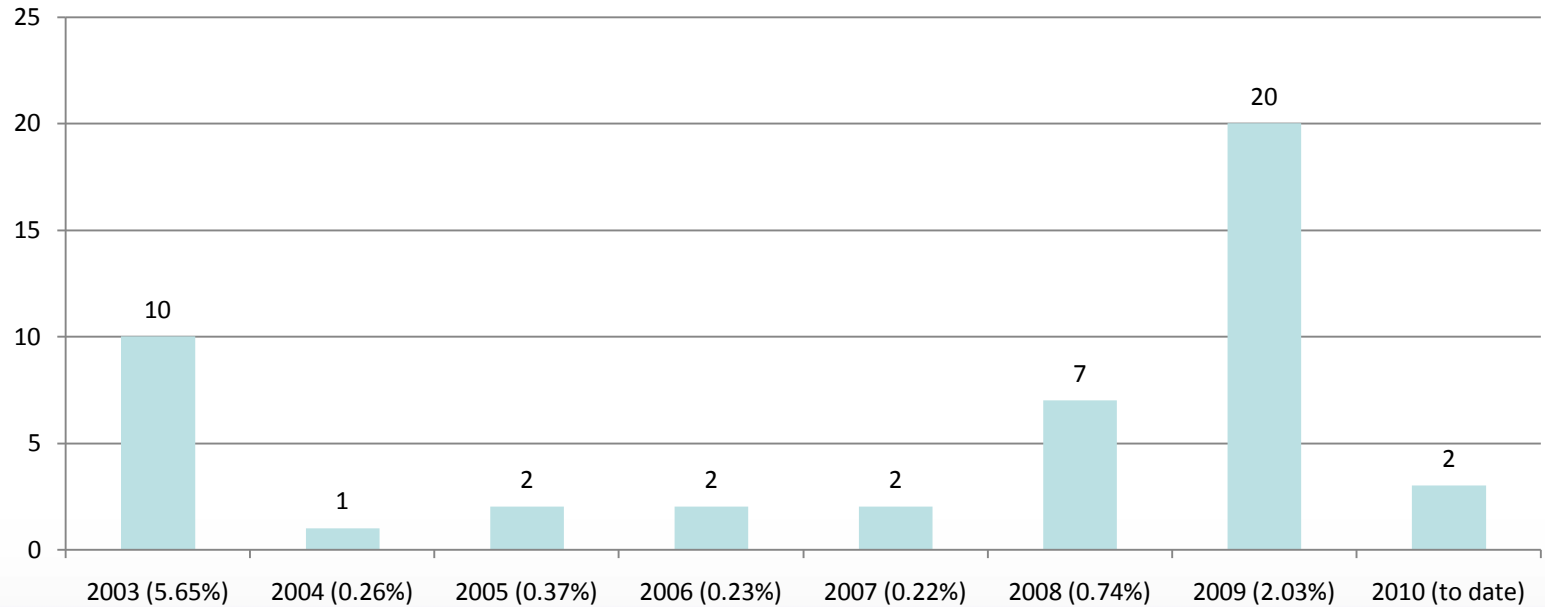
9 March 2010

# Agenda

- Update on Recent Enforcement Activities
- FY10 Initiatives
  - New RAA Enforcement Tools
  - RDE and IRTP Audits
  - Communications and Outreach Efforts
- WHOIS Accuracy Study

# Terminations or Non-renewals

## 46 Registrars Terminated or Non-renewed 2003 - present



# Enforcement Activity in T2 (Nov 2009 – Feb 2010)

- 9 Registrar Accreditation Agreement (RAA) Terminations and Non-renewals
  - 7 Terminations
  - 2 Non-renewals
- 56 Breach Notices Transmitted
- 612 Enforcement Notices Sent
- 4,094 Consumer Complaints Processed

# Common Non-Renewal and Termination Causes

- Registrars fail to comply with RDE deposit requirements
- Registrars fail to meet their WHOIS obligations
- Registrars fail to pay accreditation fees
- Voluntary termination by registrars

# New 2009 RAA Enforcement Tools

- Conduct audits on 15 days' notice (including site visits in exceptional cases)
- Suspend registrar's ability to create new registrations and inbound transfers
- Recover ICANN's enforcement cost from registrar
- Enforce registrar's group liability

# Registrar Data Escrow

- Data Deposit
  - 811 registrars are depositing (approx. 99% of registrations)
  - 79 registrars do not have domain name registrations
- Data Audit
  - Approx. 140 registrars audited per month
  - Reviewed IDAS design and operation with Iron Mountain in February 2010
  - Working with Iron Mountain on potential modifications and enhancements

# IRTP Audit

- When – 3 rounds of audits in 2010
- Who – 3 groups of registrars:
  1. Transfer-losing-registrars with NACK rate exceeding 20%
  2. Transfer-gaining-registrars with NACK rate exceeding 40%
  3. Top 5 registrars who are subject of complaints received by ICANN
- Audit notice
- Use of new RAA enforcement tools
- Audit results may be published



# Communications and Outreach Efforts

- Communications:
  - Quarterly Contractual Compliance Newsletters
  - ICANN website (Dashboard & Announcements)
- Outreach to registrars, registries and services providers in:
  - Europe
  - Latin America
  - Asia Pacific
  - North Americas

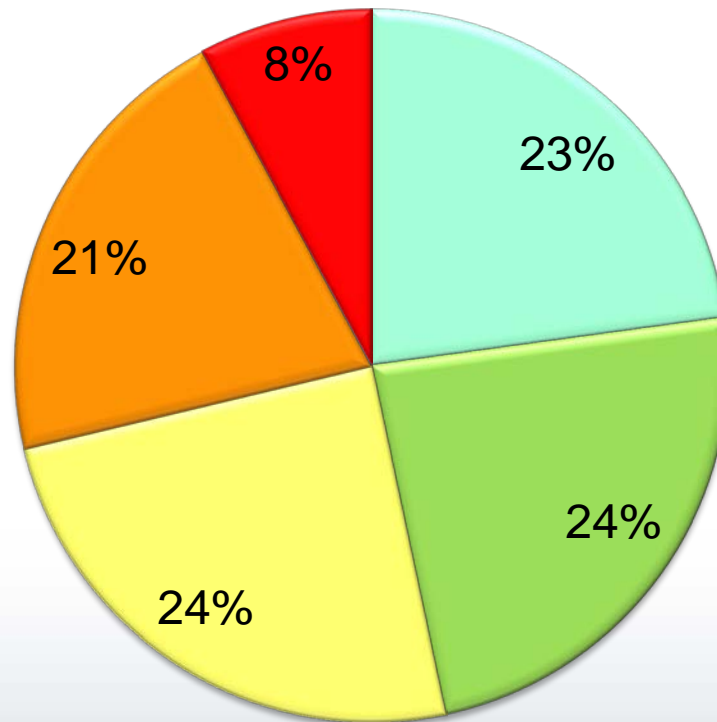
# WHOIS Accuracy Study - Update

- NORC draft report posted on 15 February 2010 (<http://www.icann.org/en/announcements/announcement-3-15feb10-en.htm>)
- Open for public comment until 15 April 2010
- Workshop at ICANN Brussels Meeting in June 2010

# WHOIS Accuracy Study - Criteria

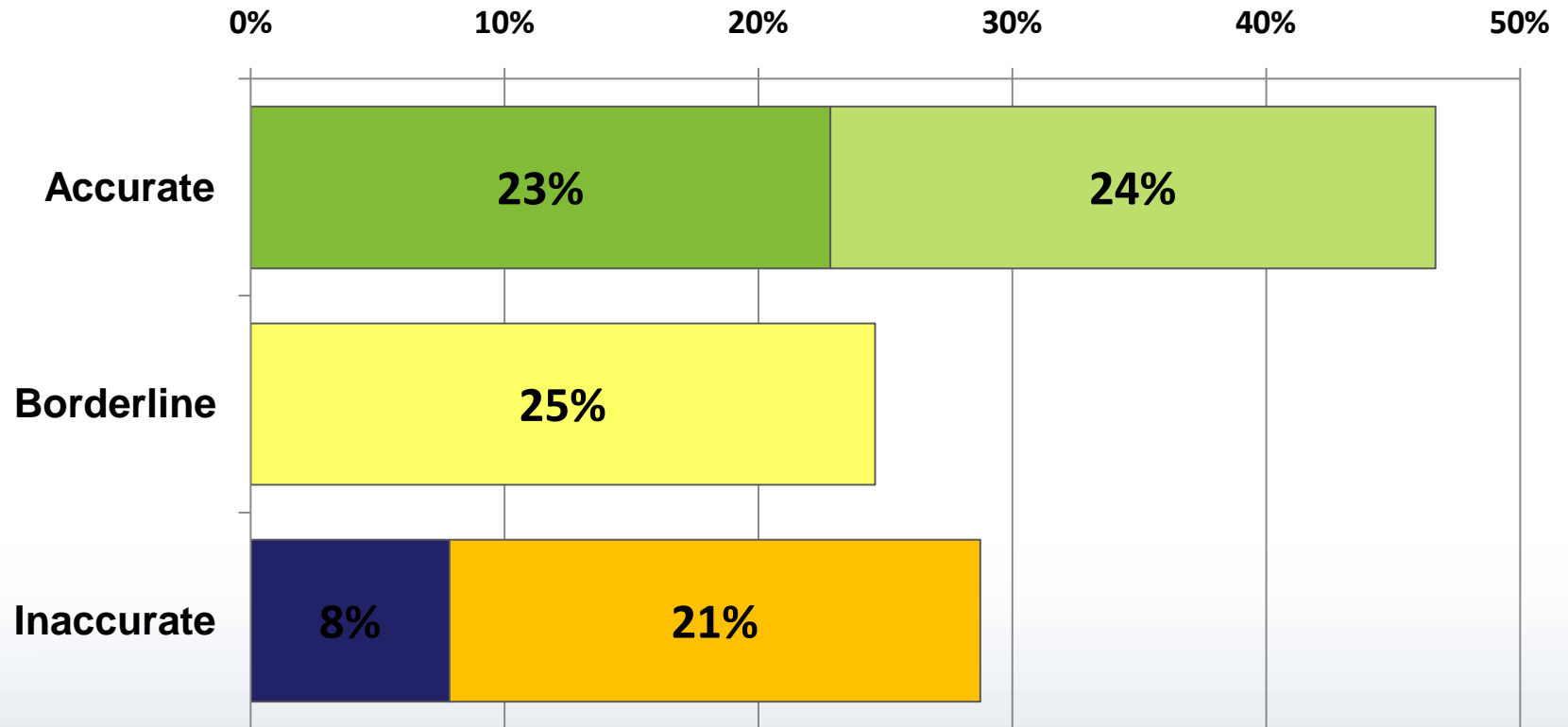
- Address must be deliverable
- An independent linkage between name and address must be found
- The respondent must acknowledge ownership, AND confirm that all details are current and correct

# WHOIS Accuracy Study - Findings



- No failure
- Minimal failure
- Limited failure
- Substantial failure
- Full failure

# Nearly half may be deemed accurate



# Q&A

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