ICANN
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Buenos Aires
21-25 JUNE 2015
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LA ASAMBLEA
DE 1813
AL CONGRESO
DE 1816

Contractual Compliance Update

ICANN 53 | 24 June 2015

Agenda

Update Since ICANN 52

- **Update related to Audit Activities**
- **Update related to Registrars & RAA Compliance efforts**
- **Update related to Registries & RA Compliance efforts**

- Questions and Answers

Update related to Audit Activities since ICANN 52

Audit Activities since ICANN 52

Three-Year Audit Program (last year of the program)

- Year-three Phase launched October 2014 and completed May 2015
- 316 Registrars originally selected
- Five Registrars rolled over from Year-two
- Five “legacy” Registry Operators
- Two Registrars terminated due to inability to provide requested documentation
- Five Registrars terminated prior to the commencement of the audit
- The audit report will be published in July 2015

Year–3 Registrar Audit - Preliminary Result

2009 RAA Provision	2013 RAA Provision	2013 RAA Provision Description Sample Size: 124 Registrars	Percentage of Registrars with deficiencies
4.3.1	4.1	Compliance with Consensus Policies & Temporary Policies – TEAC	29%
3.12	3.12	Reseller Agreement (mandatory provisions)	26%
5.11	7.6	Update contact information in RADAR	23%
3.3.1 to 3.3.5	3.3.1 to 3.3.5	Whois – Interactive Webpage, Corresponding Data Elements	16%
3.16	3.17	Registrar contact details on registrar's website	15%
4.3.1	4.1	Compliance with Consensus Policies & Temporary Policies – ERRP	10%
3.10	3.10	Insurance	7%
4.3.1	4.1	Compliance with Consensus Policies & Temporary Policies – WDRP	6%
3.4.2	3.4.2	Retention of Registration Data	4%
3.4.2	3.4.2	Payments	4%
3.7.5.3 to 3.7.5.6	3.7.5.3 to 3.7.5.6	EDDP – Domain name renewal, provision of applicable information to registrants	2%
4.3.1	4.1	Compliance with Consensus Policies & Temporary Policies – IRTP	2%

Audit Activities since ICANN 52

New Registry Agreement Audit Program

- Launched another round in March 2015
- 11 Registries selected
- Scheduled to complete July 2015
- The audit report will be published in September 2015

What's Next?

- Preparing for 2013 RAA and future rounds of the new RA audits
- Detailed slides are available in the Appendix

Link to the ICANN Contractual Compliance Audit Page:
https://www.icann.org/resources/pages/audits-2012-02-25-en

Update related to Registrars & RAA Compliance efforts since ICANN 52

RAA Lessons Learned Summary & Guidelines

1

Whois Accuracy Program Specification
Distinguishing between verification and validation

2

Abuse Reports Requirements
Establishing investigative processes

3

Domain Renewal Requirements
Sending timely reminders to registered name holder

4

General UDRP Issue
Verifying with UDRP providers and preventing improper transfer

5

Inter-Registrar Transfer
Using the correct Forms of Authorization (FOAs)

1. Whois Inaccuracy Notices and WAPS

- ICANN looking for one of three results to Whois inaccuracy complaint:
  - Whois updated within 15 days of notifying RNH – registrar provided documentation of validation of updates and verification (including affirmative response or manual verification)
  - No response from RNH within 15 days of notifying RNH – domain suspended until registrar has verified information
  - Whois verified as accurate (no change) within 15 days of notifying RNH – registrar provided documentation of verification
- ICANN may also request evidence of WAPS fulfillment under Section 1

2. Abuse Reports - ICANN Complaint Processing

- ICANN confirms that reporter sent abuse report to registrar abuse contact before sending complaint to registrar

- ICANN could request the:
  - Steps taken to investigate and respond to abuse report
  - Time taken to respond to abuse report
  - Correspondence with complainant and registrant
  - Link to website's abuse contact email and handling procedure
  - Location of dedicated abuse email and telephone for law-enforcement reports
  - Whois abuse contacts, email and phone

- Examples of steps registrars took to investigate and respond to abuse reports:
  - Contacting registrant
  - Asking for and obtaining evidence or licenses
  - Providing hosting provider info to complainant
  - Performing Whois verification
  - Performing transfer upon request of registrant
  - Suspending domain

2. Abuse Reports – Resolve Codes

- Abuse contact info published on registrar website
- Added required abuse information in Whois output
- Abuse report handling procedures published on registrar website

- Registrar suspended or canceled domain

- Registrar demonstrated that it maintained abuse records

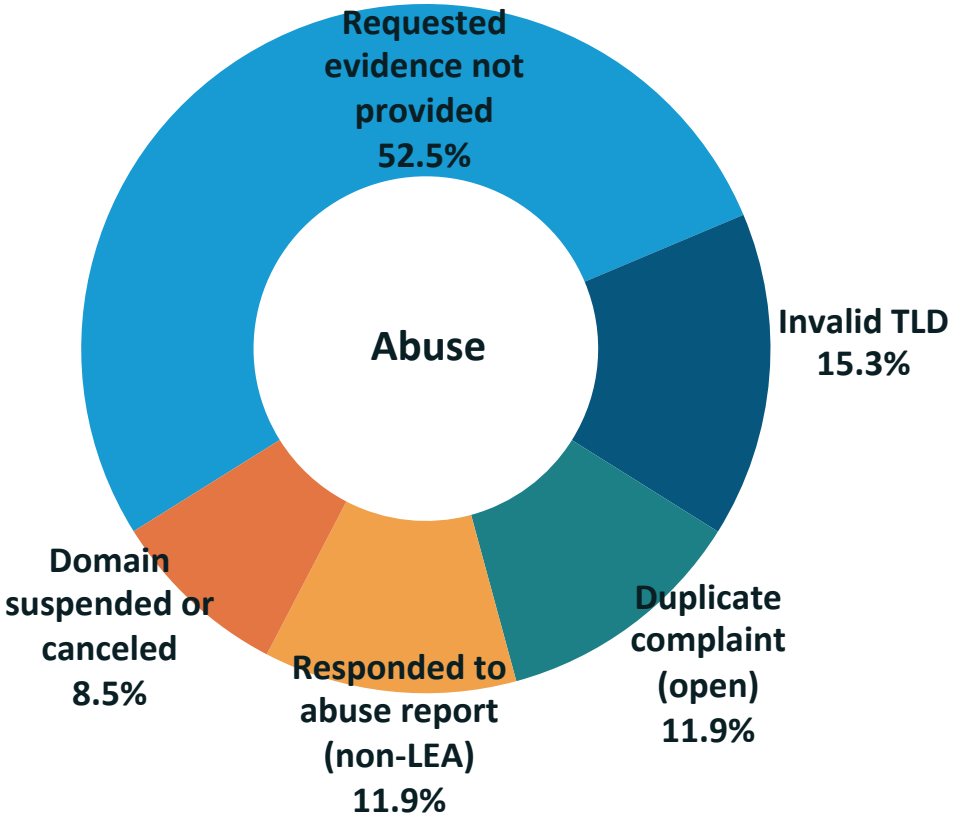
- Registrar responded to abuse report (non-LEA), including:
  - Communicating report to registrant
  - Registrant provides copy of government license
  - Reporter removed from email distribution list (spam complaint)
  - Website content in complaint removed
- Registrar responded to LEA illegal activity reports

- Registrar documented valid non-action, including
  - Registrar previously responded to complaint
  - Invalid abuse complaint

- Registrar now monitoring abuse email address/phone

- Registrar showed email/phone already published

Abuse Complaint Type & Top Closure Reasons (January – May 2015)



WHOIS ARS Background and Goals

The WHOIS ARS Mandate:

- The Board directed the CEO to establish a project to:
  - Proactively identify inaccurate gTLD registration data, exploring the use of automated tools
  - Forward potentially inaccurate records to registrars for action
  - Publicly report on the resulting actions to encourage improvement

The WHOIS ARS Objective

- Systematically Report on Accuracy

Whois ARS Compliance Pilot

Whois ARS Contractual Compliance Pilot Overview

Goal of Compliance Pilot:

- To test the proof of concept of using Whois ARS data to generate and forward valid Whois inaccuracy and Whois format complaints to registrars

Summary of Events from January – April 2015:

- Telephone and email inaccuracy reports sent to contractual compliance
- Conducted Initial review and validation of the data and collaborated with the Whois ARS ICANN and vendors
- Uploaded the data into the complaint processing system
- Began processing complaints
- Stopped processing to address data issues based on registrar feedback
- Resumed complaint processing
- Closed complaints in system if data was incomplete or did not meet the contractual criteria

Whois ARS Compliance Pilot

Whois ARS Compliance Pilot Overview

- Complaint Volume and outcome
  - 10510 complaint tickets created
  - 71 tickets sent to registrars
  - 10439 closed before sending to Registrars (see below)

- Closure Resolve Codes:
  - Incomplete (9941)
  - Domain not registered (337)
  - Domain suspended or canceled (208)
  - Complaint inconsistent with current Whois (12)
  - Data changed (9)
  - Registrar verified correct (8)

Note: some complaints are closed with multiple closure codes; total will not equal to 10510

Update related to Registries & RA Compliance efforts since ICANN 52

RA Lessons Learned Summary & Guidelines

1. **Abuse Contact Data**
   Required elements to be published

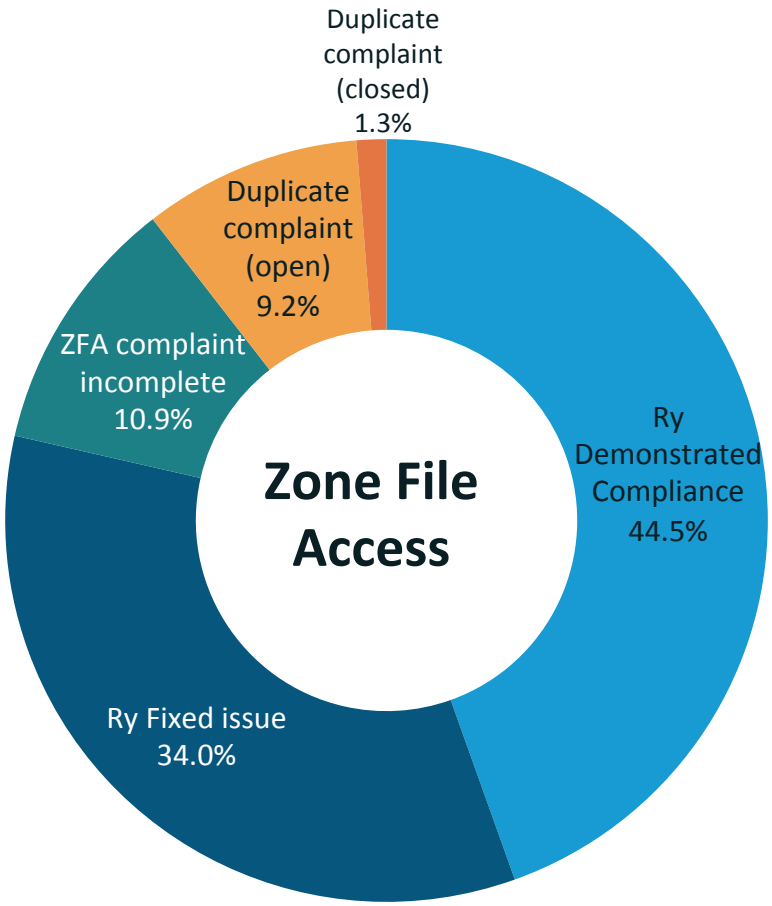
2. **Zone File Access Requirements (CZDS)**
   Reasons for denial of access

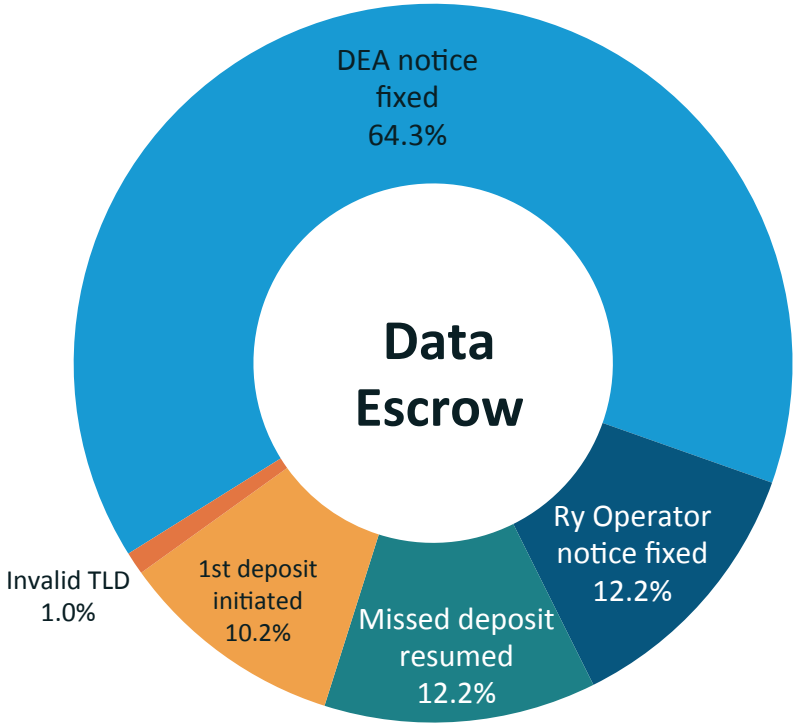
3. **Controlled Interruption (CI)**
   Complying with Name Collision Assessment Letter(s)

4. **Uniform Rapid Suspension (URS)**
   Complying with lock and suspension requirements

5. **List of Registered Domain Names (LORDN)**
   Clarifications on uploading LORDN files to the Trademark Database

Registry Complaint Types & Top Closure Reasons (January – May 2015)





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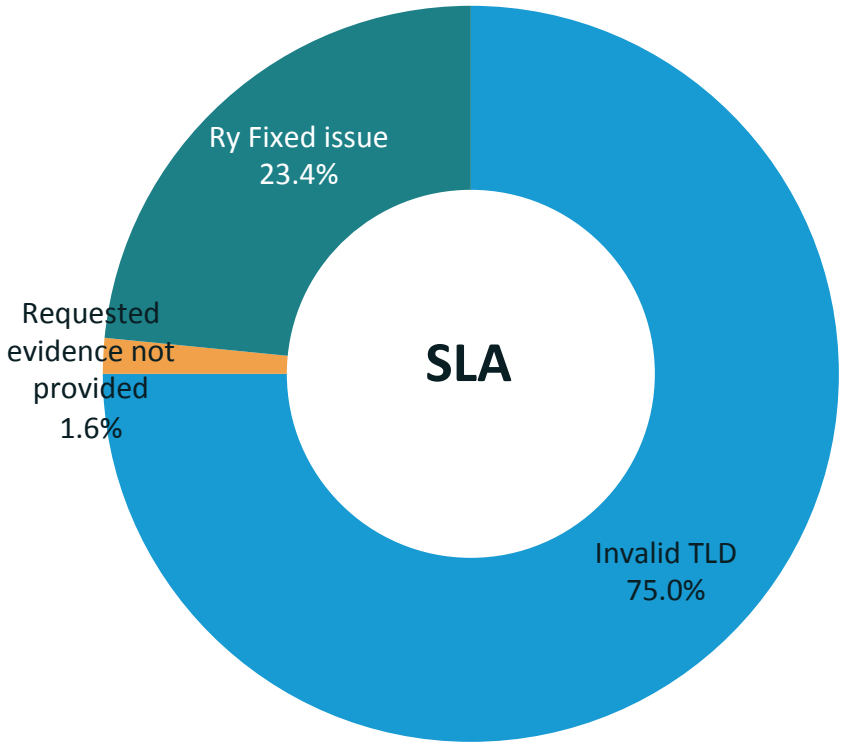

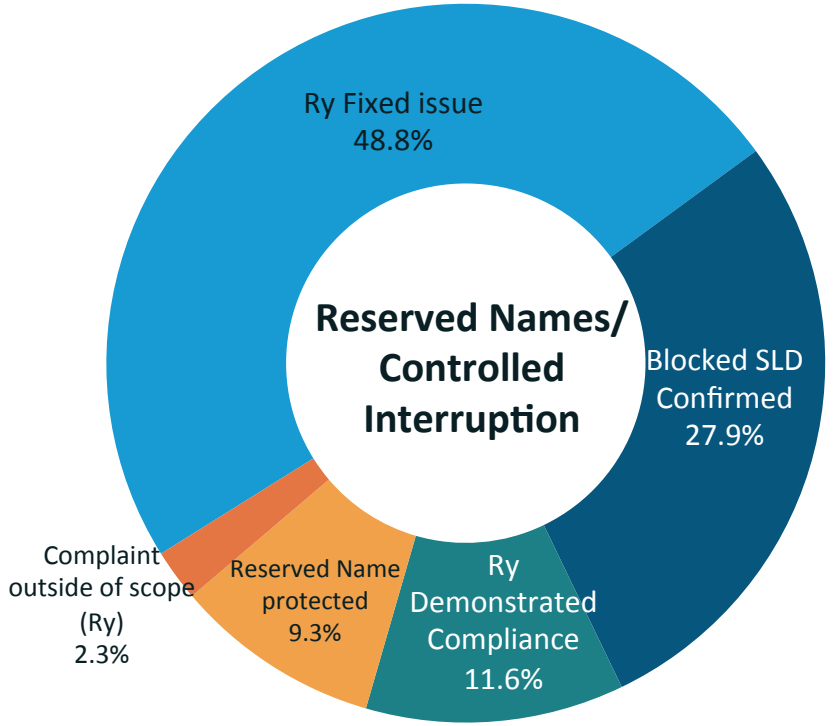

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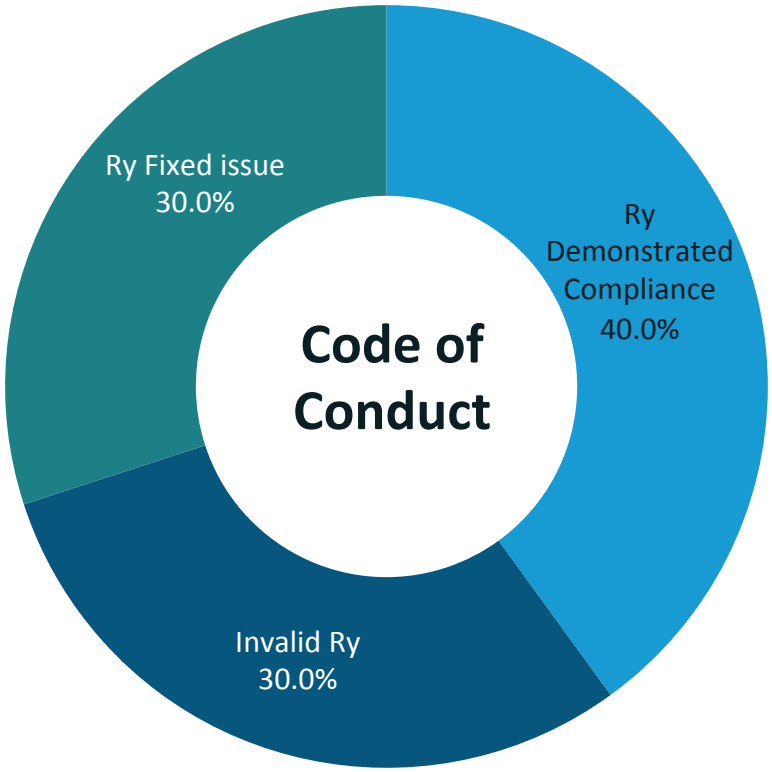
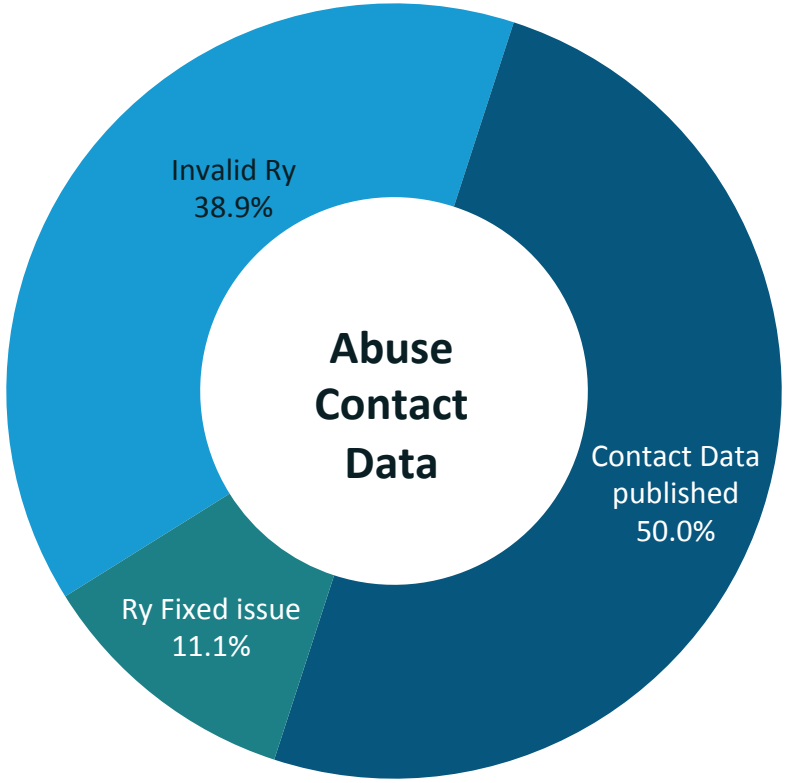




Questions & Answers

Send compliance questions

To: compliance@icann.org
Subject line: Contractual Compliance Program Update

The ICANN 53 presentations are available at:

- The outreach page at this link
https://www.icann.org/resources/compliance/outreach

- The ICANN 53 Schedule page at this link
http://buenosaires53.icann.org/en/schedule-full
for access to meeting objective, audio and material by meeting.

Appendix

- Additional Audit Slides
- System Update
- Metrics
- Policy Efforts and Update

Three-Year Audit Program Update – Year-3 Timeline

	RFI Notification Phase				Audit Phase		Reporting Phase		Remdiation Phase	
Pre-Audit Notification	RFI - 1st Notice	RFI - 2nd Notice	RFI - 3rd Notice	RFI - 3rd Notice Due	Start	End	Start	End	Start	End
06-Oct-14	20-Oct-14	11-Nov-14	18-Nov-14	24-Nov-14	01-Dec-14	06-Mar-15	09-Mar-14	23-Mar-15	09-Mar-15	27-Apr-15

Three-Year Audit Program Update – Year-3 Registrar Selection Criteria

- The remaining 1/3 of the Three-Year Audit Program
- Registrars from Year-2 rolled over to year-3 for a partial re-audit
- Registrars under the same management and operating technically and operationally in the same manner were given the option to respond on behalf of one registrar and include a reference to all the registrar IANA numbers for all the remaining registrars within the family
- Registrars under the same management and operating technically and operationally in the same manner as registrars audited in either Year 1 or Year 2 were given the option to opt out from the Year 3 Audit

Three-Year Audit Program Update – Year-3 Registry Selection Criteria

- Five remaining legacy registries were audited in Year -3
- Audit Reports were issued which sets out results from the review

Registries worked collaboratively with ICANN in an effort to address any items identified in the their respective Reports.

Year-3 Registrar Audit Program – Provisions tested

2009 RAA Provision	2013 RAA Provision	Objective
3.3.1 to 3.3.5	3.3.1 to 3.3.5	To confirm that Whois lookups via Interactive Webpage & Port 43 are operational and Corresponding Data Elements are displayed
3.4.2	3.4.2	To confirm that Registration Data are retained
3.7.5.3 to 3.7.5.6	3.7.5.3 to 3.7.5.6	To confirm that Registrar follows EDDP Policy regarding domain renewals and provisions of applicable information to registrants
3.10	3.10	To verify that Registrars' Insurance is current, valid and at the required level
3.12	3.12	To verify that Reseller Agreement includes mandatory provisions
3.16	3.17	To confirm that Registrar contact details are displayed at registrar's website
4.3.1	4.1	To verify Registrar's Compliance with Consensus Policies & Temporary Policies (ERRP, IRTP, WDRP)
5.11	7.6	To verify that RADAR contains of current contact information

Please note: This chart shows the provision in relation to the 2013 RAA also

Year-3 Registrar Audit – Key Statistics

Number of Registrars	
Selected for audit	316
Opted out (“families' members”)	180
Audit postponed (due to change of ownership)	2
Terminated prior and during the RFI phase	5
Terminated during audit phase	2
Terminated during remediation phase	3
Registrars applicable for inclusion in Audit Result Statistics (Slide 8)	124
Registrars that completed audit with no deficiencies	41
Registrars with true deficiencies; confirmed full remediation	64
Follow-up (partial re-audit) required (to verify remediation effectiveness)	19

Approximate number documents received and reviewed	12,300
Countries covered: 38	Languages covered: 13

New Registry Agreement Overall Audit Goal

GOAL: To proactively identify deficiencies and manage the remediation process to ensure compliance with contractual obligations.

Per Registry Agreement Article 2; section 2.11(a):
Contractual and Operational Compliance Audits

"*ICANN may from time to time (not to exceed twice per calendar year) conduct, or engage a third party to conduct, contractual compliance audits to assess compliance by Registry Operator with its representations and warranties* ***contained in Article 1 of this Agreement and its covenants contained in Article 2 of this Agreement.***"

http://www.icann.org/en/about/agreements/registries

New Registry Agreement – March 2015 Audit

- Sample of 11 new gTLD Registry Operators selected for audit
- March 2015 RA Audit Outreach presentation can be found at this link: https://www.icann.org/resources/compliance/outreach

Registry Agreement Provisions under Consideration

	Registry Agreement Clause	Audit Objective / Community Value
GENERAL REPRESENTATIONS AND COMPLIANCE WITH POLICIES		
1	Article 1.3 Representations and Warranties. 1.3 (a) ii.	To confirm that Registry Operator is still in good standing since application process.
2	Article 2.2 Compliance with Consensus Policies and Temporary Policies	To obtain an assurance that Registries are complying with applicable Consensus Policies – UDRP; Registry Services Evaluation Policy and Added Grace Period
DATA ESCROW SPECIFICATIONS COMPLIANCE		
3	Article 2.3 Data Escrow; Specification 2	To confirm that content of the escrow deposits are per the contract and Registries are in good standing with DEAs.

Registry Agreement Provisions under Consideration

	Registry Agreement Clause	Audit Objective / Community Value
COMPLIANCE WITH POLICIES & SPECIFICATIONS		
4	Article 2.4 Monthly Reporting; Specification 3	To confirm the monthly Per-Registrar Transactions Report accurately represents the number of active domains.
5	Article 2.5 Publication of Registration Data (Whois); Specification 4	To confirm compliance with Specification 4 (specifically Sections 1.4 – 1.7).
6	Article 2.6 Reserved Names; Specification 5	To confirm that Names that Registry Operators are obligated to reserve are actually reserved.
7	Article 2.6 Specification 6. Name Collision Occurrence Assessment (Blocked Second Level Domain Names)	To confirm that names that Registry Operators are obligated to block are actually blocked.

Registry Agreement Provisions under Consideration

	Registry Agreement Clause	Audit objective / Community value
COMPLIANCE WITH POLICIES & SPECIFICATIONS		
8	Article 2.7 Registry Interoperability and Continuity; Specification 6	To confirm that Registry Operators have BCP (Business Continuity Plan) and it includes key provisions. To confirm that Registry Operator addresses orphan glue records appropriately (according to Spec 6, 4.2).
9	Article 2.7 Specification 6, 1.5 IPv6	To confirm that Registry Operator is able to accept IPv6 addresses.
10	Article 2.8 Protection of Legal Rights of Third Parties - (TMCH) Sunrise & Claims Periods; Specification 7	To confirm that Registry Operator implemented and adhered to the rights protection mechanisms (“RPMs”) specified in Specification 7.

Registry Agreement Provisions under Consideration

	Registry Agreement Clause	Audit objective / Community value
COMPLIANCE WITH POLICIES & SPECIFICATIONS		
11	2.14 Registry Code of Conduct; Specification 9 Parts A, B, D	To confirm compliance with Code of Conduct.
12	Article 2.17 Additional Public Interest Commitments; Specification 11	To confirm that Registry Operator complies with its public interest commitments as incorporated into Specification 11 of the Registry Agreement.
13	Article 2.19 Community- Based TLDs Obligations of Registry Operator to TLD Community; Specification 12	To confirm that Registry has a written Registration Policy and complied with it.
14	Specification 13 . BRAND TLD PROVISIONS; 5.1 (ii)	To confirm that only Registry Operator, its Affiliates, or Trademark Licensees register domain names and control the DNS records associated with domain names at any level in the TLD.

New Registry Audit – Preliminary Results

Issue	Importance
Variances or missing data in Data Escrow file vs. DNS vs. BRDA vs. zone file	Correct processing and maintenance of registration data is required for restorability and to protect consumers
Monthly reports: number of domains incorrectly reported	Inaccurate domain counts may result in incorrect reporting to public and over or underpayment of fees
Abuse contact data: missing or incorrect	Abuse contact data serves the community's needs to report abuse
Orphan Glue Records: orphan glue records found in zone file	Orphan glue records are prone to be used for malicious purposes.
Registry-Registrar Agreements: required abuse provision missing	Contract language regarding abuse informs the community and promotes security

New Registry Audit – Preliminary Results

Issue	Importance
Business Continuity Plan does not exist or is not tested	To ensure that Registry operations will continue in case of failure of the main Registry system.
Instances of trademarked domains (covered labels) not included in LORDN file	Trademark owners are not informed about their trademark being registered
Registry stated that it will use only TMCH certified Registrars; but some weren't certified	To ensure non-preferential treatment of Registrars
Security threats: technical analysis not performed	Technical analysis and threat handling procedures essential to identifying and addressing threats efficiently

2013 RAA Provisions Audit Plan Scope

Provision	Objective
	WHOIS ACCURACY PROGRAM
3.3.1 to 3.3.5	To confirm that Whois lookups via Interactive Webpage & Port 43 are operational and Corresponding Data Elements are displayed
	DATA RETENTION
3.4.1 to 3.4.2	To confirm that Registration Data are retained
3.7.5.3 to 3.7.5.6	To confirm that Registrar follows EDDP Policy regarding domain renewals and provisions of applicable information to registrants
3.7.7.1 - 3.7.7.12	To confirm that registration agreement includes required provisions
	REGISTRAR OBLIGATIONS
3.7.10	To verify that Registrar provides a link to Registrants' Benefit & Responsibilities Specifications
3.7.11	To verify that Registrar provides Complaints & Dispute Resolution process description
3.10	To verify that Registrars' Insurance is current, valid and at the required level
3.12	To verify that Resellers' Agreements include mandatory provisions
3.12.4 &3.14	To verify Resellers' compliance with Specification on Privacy and Proxy Registrations and (once in effect), ICANN Proxy Accreditation Program
3.12.5, 3.12.7 & 3.16	To verify Reseller provision of link to Registrant Educational Information (Registrants' Benefit & Responsibilities)
3.13	To confirm that Registrar received required training
3.15	To verify that Registrar submitted self-assessment certificate

2013 RAA Provisions Audit Plan Scope

Provision	Objective
	REGISTRAR OBLIGATIONS
3.17	To verify that Registrar provided contact details on registrar's website
3.18	To verify that Registrar provided abuse contact and abuse handling process information on its website; as well investigations of abuse reports are performed.
3.19	To confirm the compliance with Additional Technical Specifications (IPV6, DNSSEC and IDNs)
3.20	To confirm the required reporting of Notice of Bankruptcy, Convictions and Security Breaches
7.6	To verify that contact information in RADAR is current
	COMPLIANCE WITH POLICIES
4.1	To confirm compliance with Consensus Policies & Temporary Policies
WHOIS Accuracy Program Specification	To confirm compliance with WHOIS accuracy requirements

Systems Updates

Systems updates since ICANN 52

Improvements based upon community & contracted party feedback:

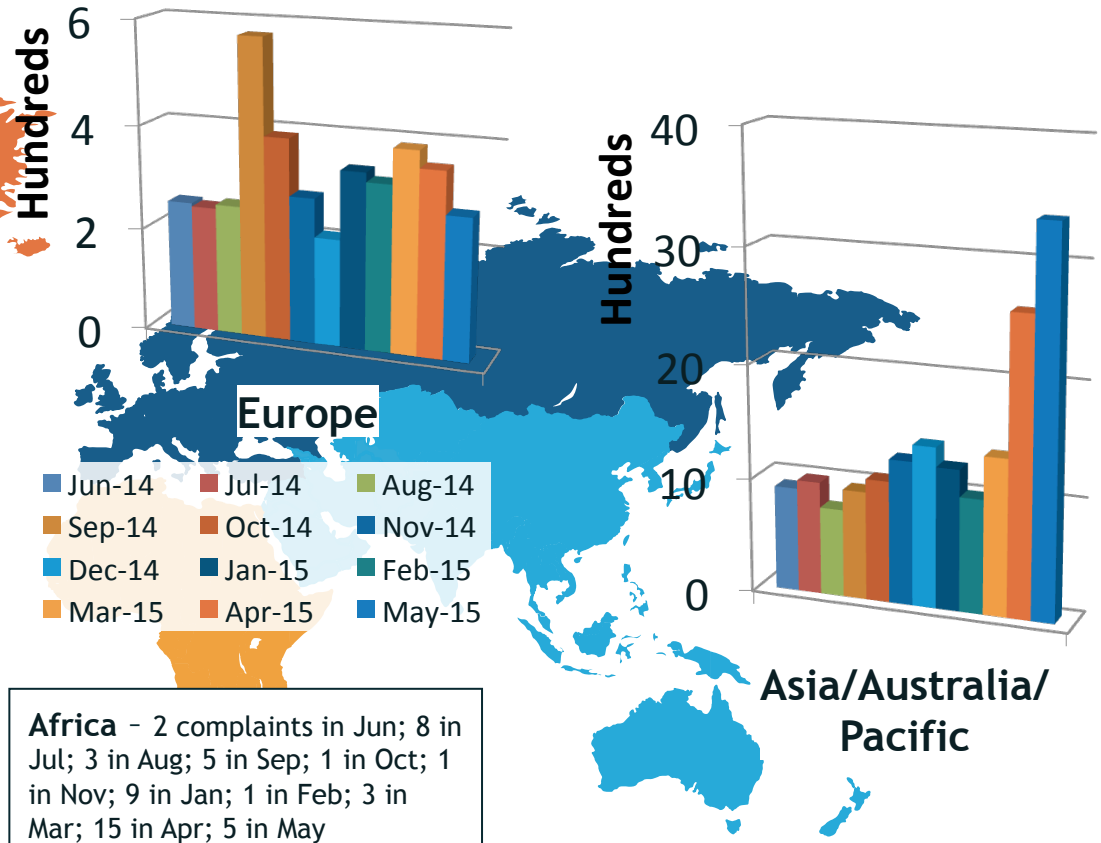
- Include ticket IDs and standardize subject headings for closure notices
- Provide auto confirmation email to all responses received by ICANN between 1st[t] Inquiry/Notice and the closure notice
- Soft launch of registrar weekly report of open (and recently closed) tickets
- Email Registrar@ICANN.org to sign-up for the Compliance Weekly Report
- Add closure reason for complaint being closed for "ICANN issue"
- Ensure automated closure notices are sent to the proper contacts

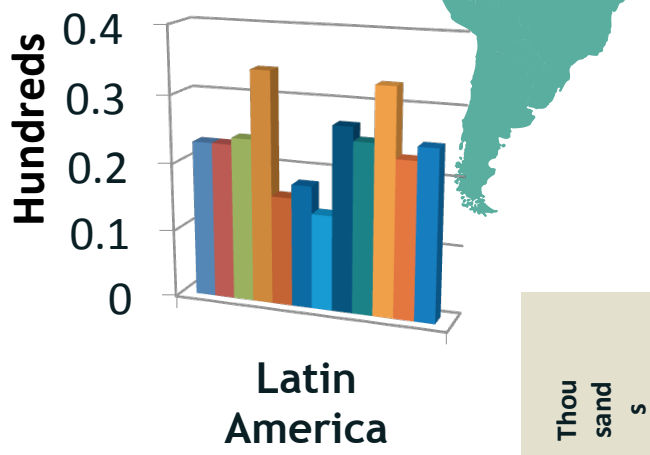
Other improvements:

- Integrate compliance@icann.org into complaint processing system
- Automate sending anonymous complaints by masking reporter information when requested
- Clarify and simplify wording in the communication templates
- Additional speed/automation improvements

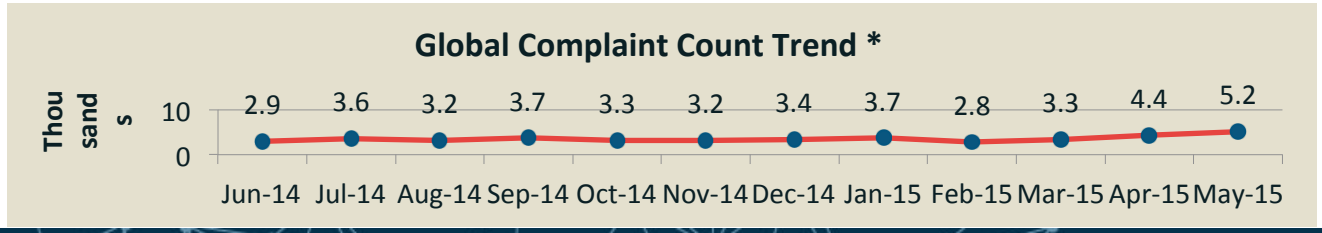
Metrics

Global Complaint Trend June 2014 – May 2015



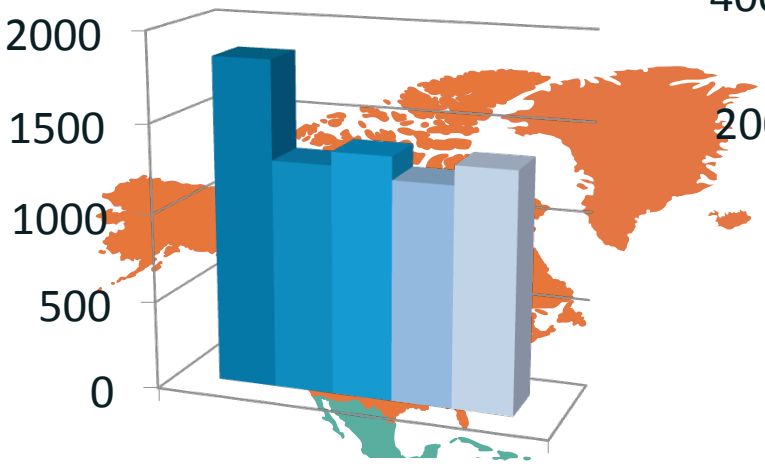


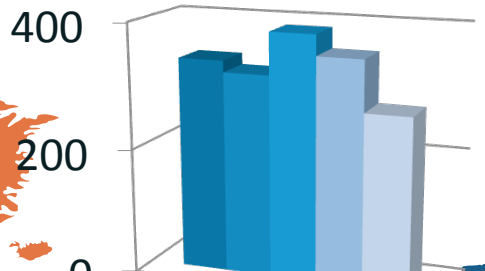
Africa – 2 complaints in Jun; 8 in Jul; 3 in Aug; 5 in Sep; 1 in Oct; 1 in Nov; 9 in Jan; 1 in Feb; 3 in Mar; 15 in Apr; 5 in May

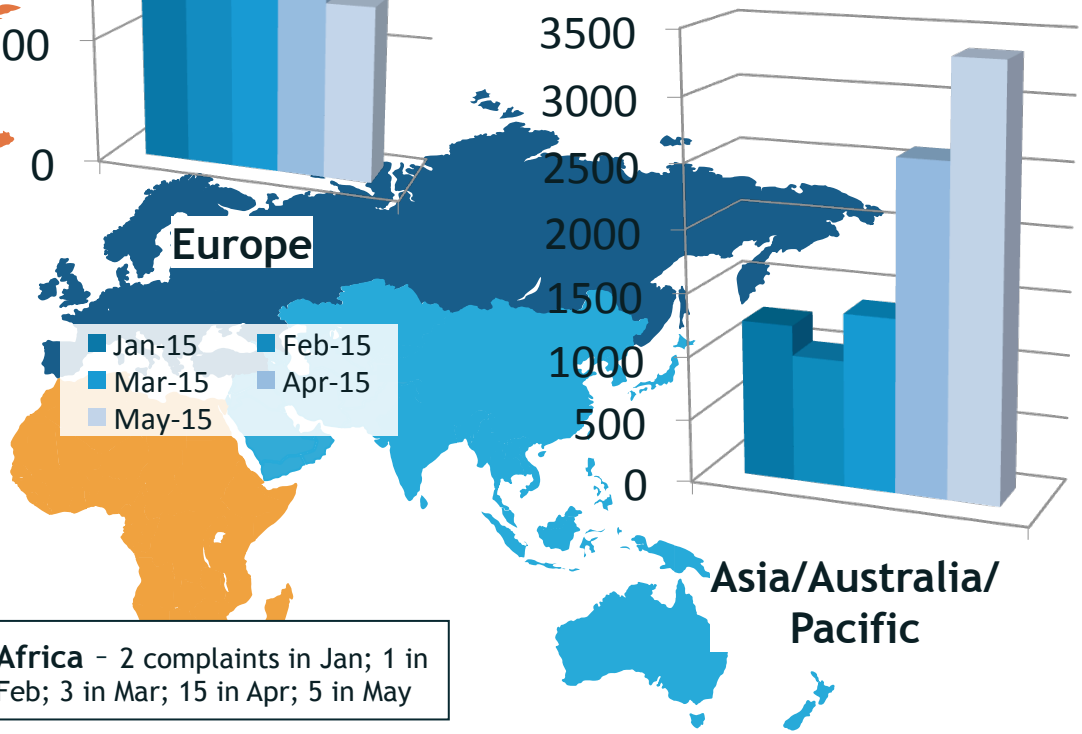


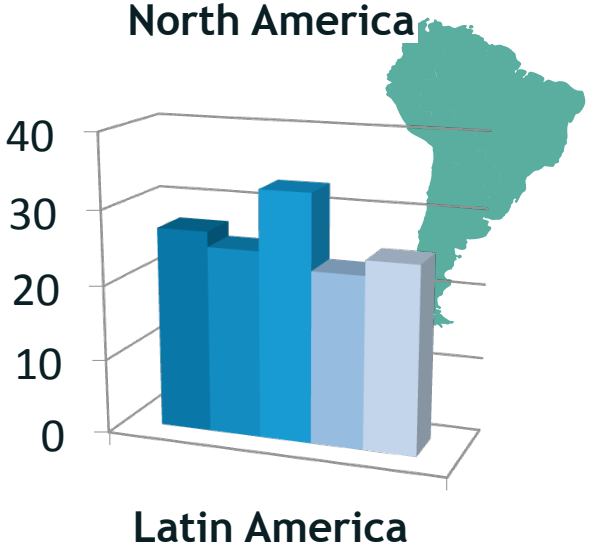
* Includes tickets with no assigned geography

Global Complaint Trend January – May 2015









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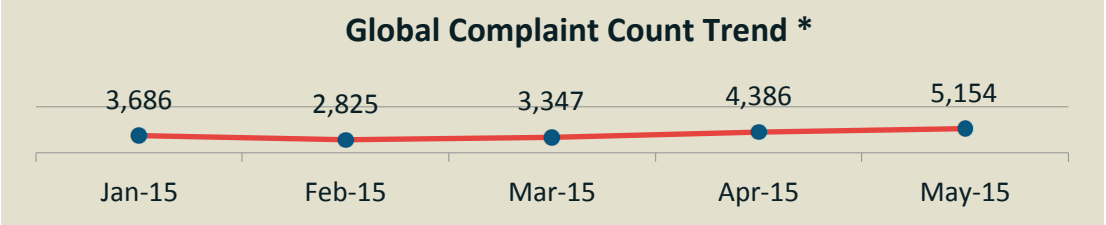

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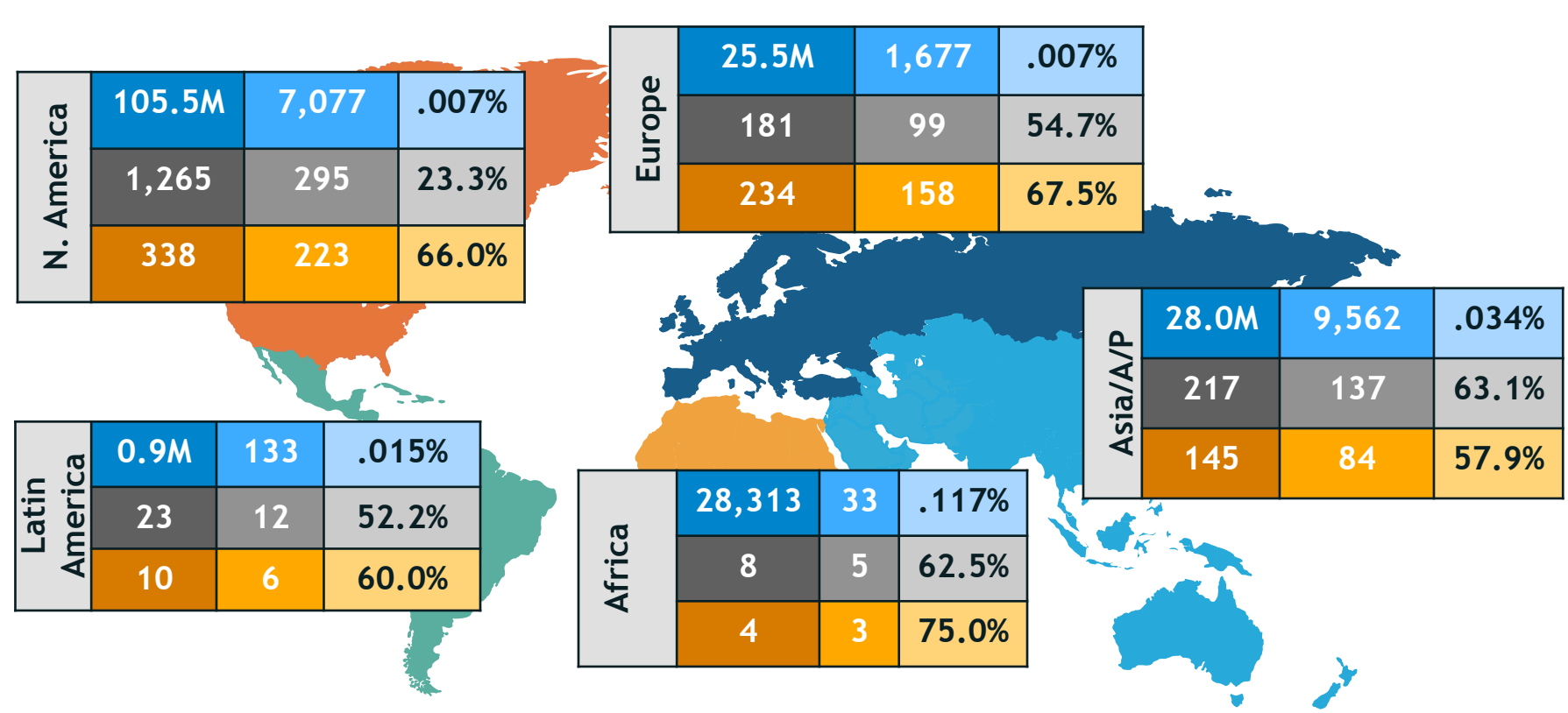
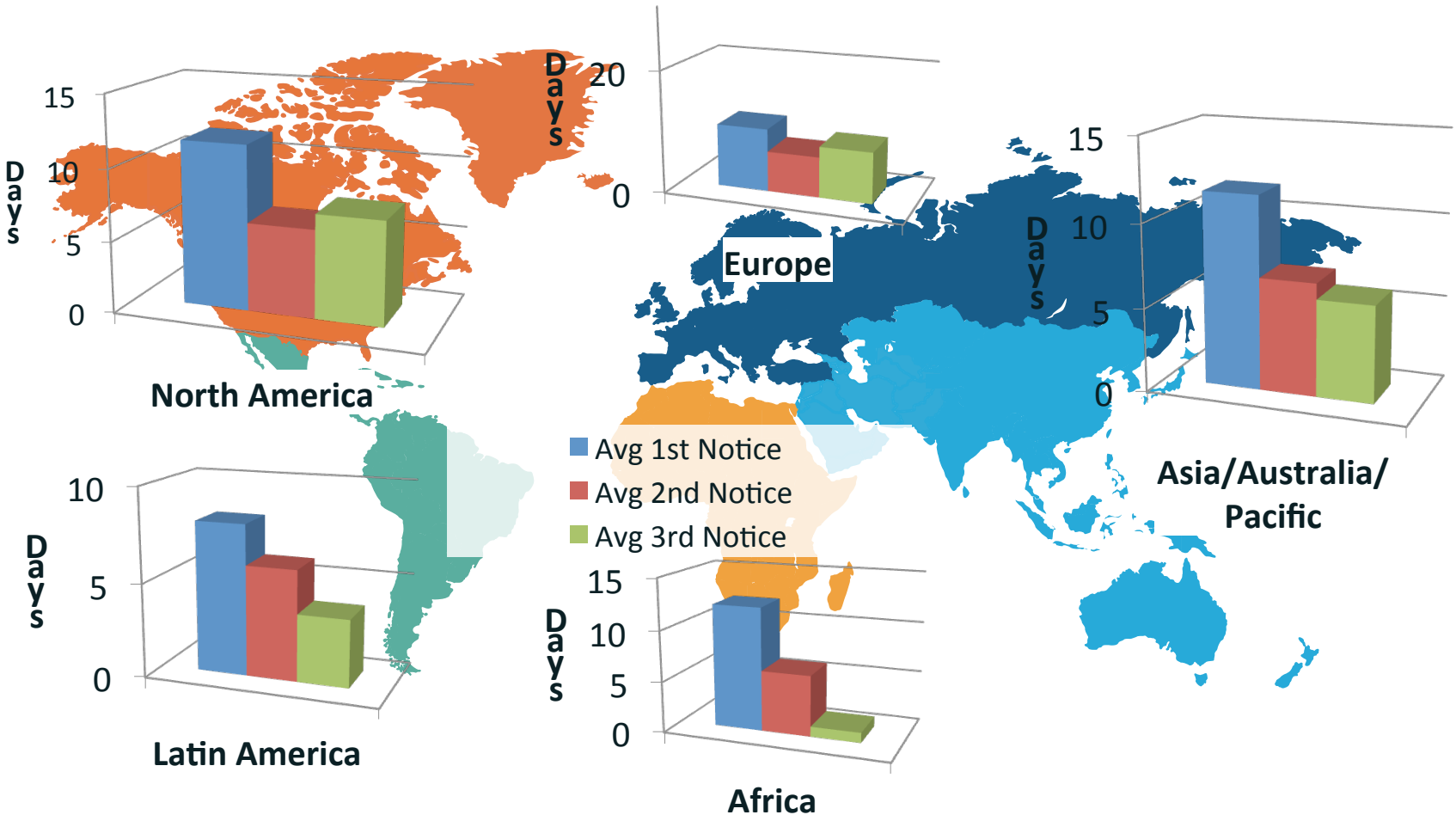
Regional Registrar & Registry Complaints (January – May 2015)



N. America	105.5M	7,077	.007%
	1,265	295	23.3%
	338	223	66.0%
Europe	25.5M	1,677	.007%
	181	99	54.7%
	234	158	67.5%
Asia/A/P	28.0M	9,562	.034%
	217	137	63.1%
	145	84	57.9%
Latin America	0.9M	133	.015%
	23	12	52.2%
	10	6	60.0%
Africa	28,313	33	.117%
	8	5	62.5%
	4	3	75.0%

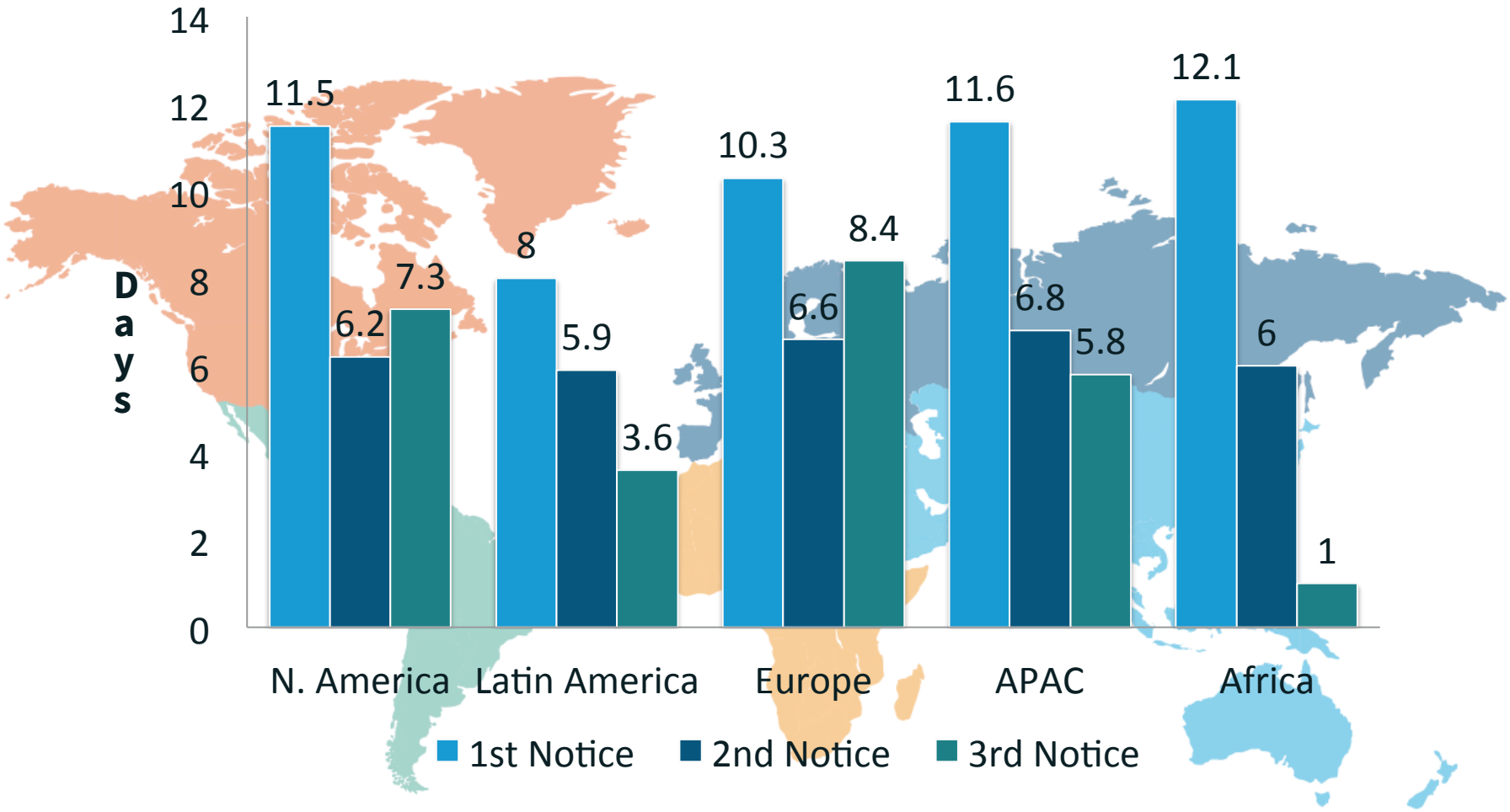
LEGEND			
	Domain Volume (as of Feb 2015)	# Complaints	% Complaints per Domain Volume
	# registrars per region	# registrars w/ Complaints	% registrars with complaints per region
	# registries per region	# registries w/ Complaints	% registries with complaints per region

Regional Registrar & Registry Turnaround Time (January – May 2015)



TAT = Average Turnaround Time, in Business Days

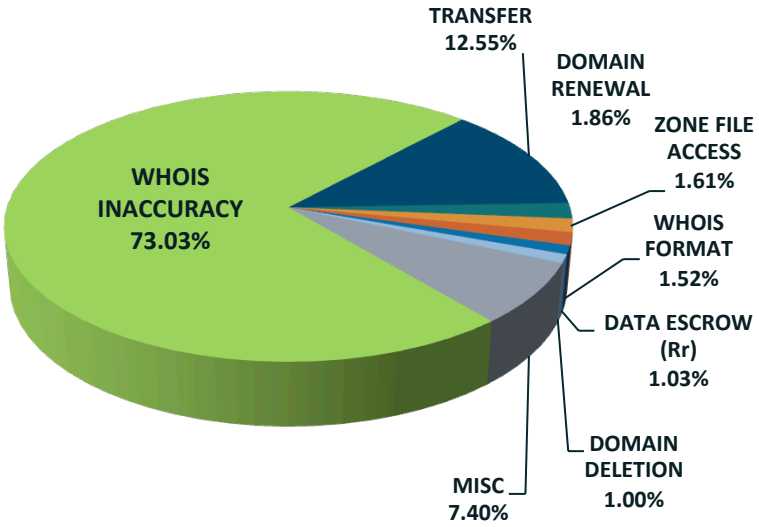
Regional Registrar and Registry Turn Around Time



TAT = Average Turnaround Time, in Business Days

Running Balance Scorecard (January – May 2015)

Complaint Distribution

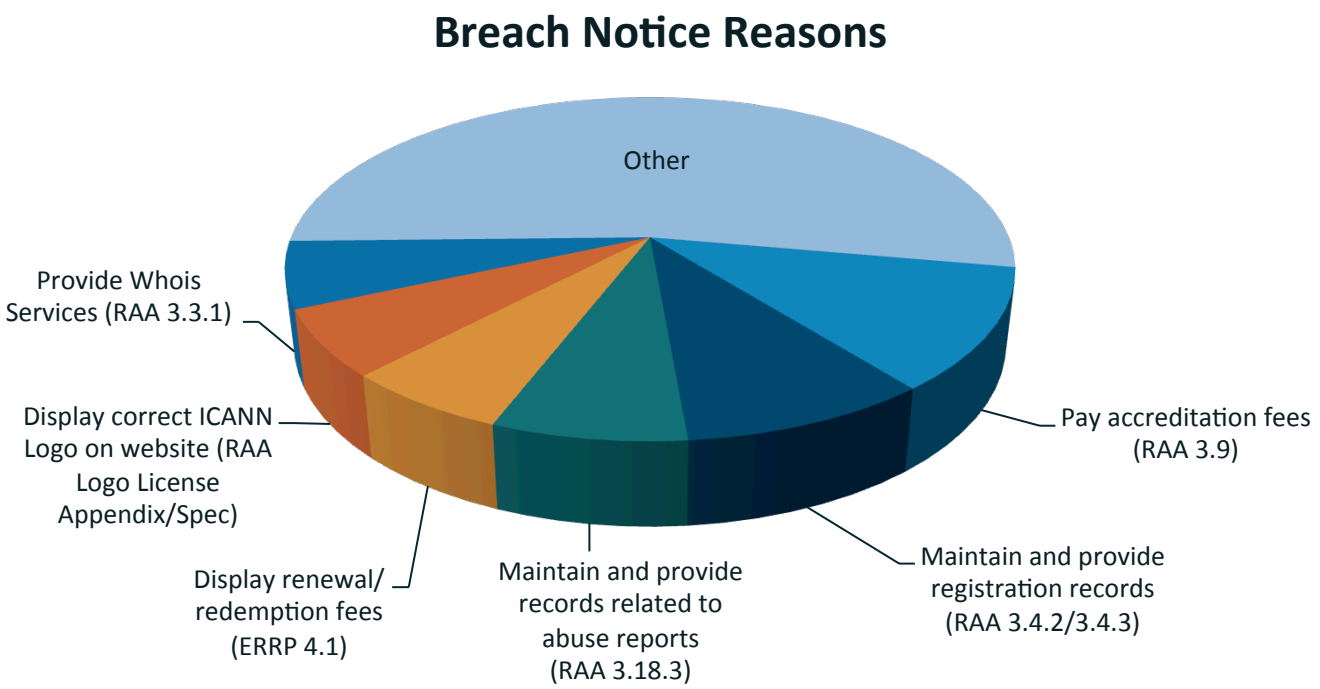


Registrar/Registry Turnaround Time	(in days)
Avg TAT 1st Notice	11.6
Avg TAT 2nd Notice	6.5
Avg TAT 3rd Notice	7.2
CC Staff Turnaround Time	**(in days)**
Avg TAT Open-1st Notice	1.4
Avg TAT 2nd Notice	3.0
Avg TAT 3rd Notice	3.3
Avg TAT Received-Closed	10.5

	New Complaints	Sub-total
REGISTRAR	18,490	
REGISTRY	927	
Total New Complaints Received		**19,417**
Total Prior Month Carryover		**8,500**
Total Complaints Received		**27,917**
	Complaints Closed	
Volume Closed Before 1st Notice	8,142	
Volume Closed Before 2nd Notice	9,267	
Volume Closed Before 3rd Notice	1,090	
Volume Closed Before Enforcement	177	
Volume Closed After Enforcement*	72	
Total Closed		**18,748**
	Complaints Open (Carryover)	
Volume Open Before 1st Notice Sent	3,060	
Volume Open in 1st Notice Sent	5,417	
Volume Open in 2nd Notice Sent	525	
Volume Open in 3rd Notice Sent	120	
Volume Open After Enforcement	47	
Total Remaining Open (Carryover)		**9,169**
Carryover at end of period	**2,717**	**2,717**
	Formal Notices	
Volume Breach	21	
Volume Contract Non-Renewal	0	
Volume Suspension	4	
Volume Termination	4	

*A single breach may contain multiple complaints

Formal Notice Activity (January – May 2015)

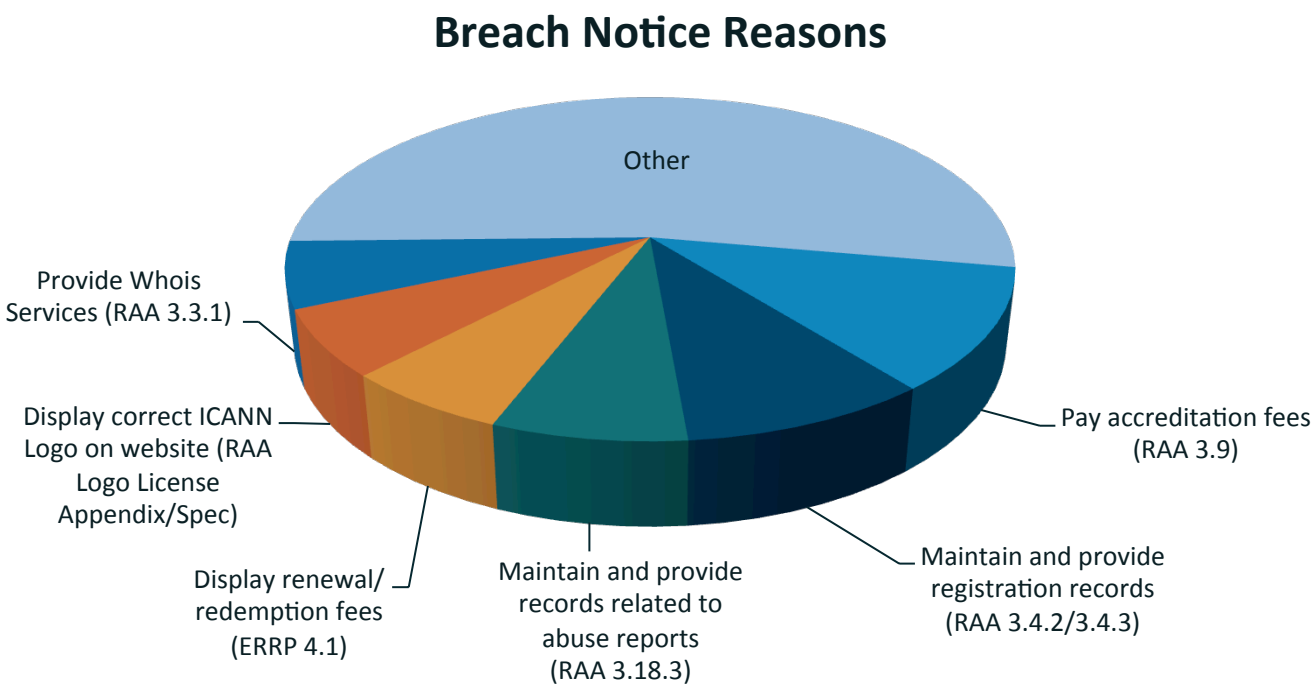


Notices	Qty
Breach	21
Non-Renewal	0
Suspension	4
Termination	4

Breach Notice Reason	Qty
Breach Notice Reasons	191
• Cured	98
• Not Cured	93

Formal Notice Reasons	Distribution
Pay accreditation fees (RAA 3.9)	11 %
Maintain and provide registration records (RAA 3.4.2/3.4.3)	9 %
Maintain and provide records related to abuse reports (RAA 3.18.3)	7 %
Display renewal/redemption fees (ERRP 4.1)	6 %
Display correct ICANN Logo on website (RAA Logo License Appendix/Specification)	6 %
Provide Whois Services (RAA 3.3.1)	6 %
Other	53 %

Formal Notice Activity (Jan – May 2015)



Notices	Qty
Breach	21
Non-Renewal	0
Suspension	4
Termination	4

Breach Notice Reason	Qty
Breach Notice Reasons	191
• Cured (as of May 31st)	152
• Not Cured (as of May 31st)	39

Formal Notice Reasons	Distribution
Pay accreditation fees (RAA 3.9)	11 %
Maintain and provide registration records (RAA 3.4.2/3.4.3)	9 %
Maintain and provide records related to abuse reports (RAA 3.18.3)	7 %
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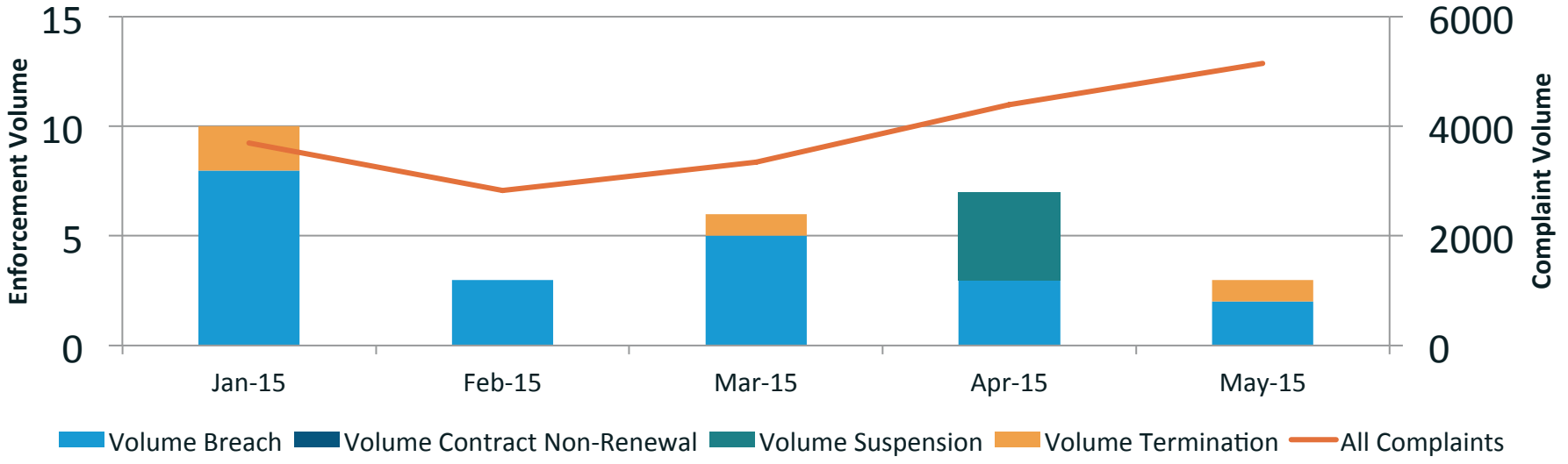
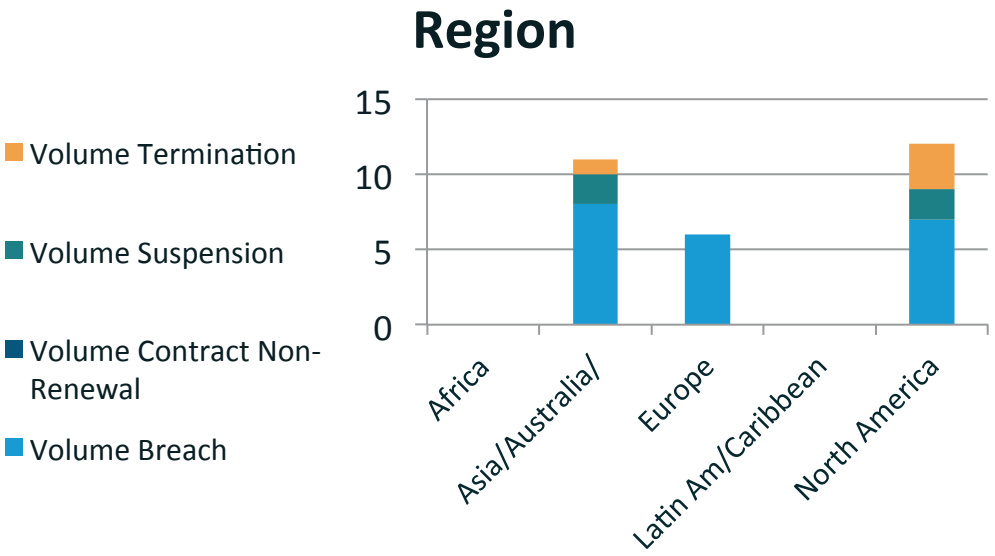
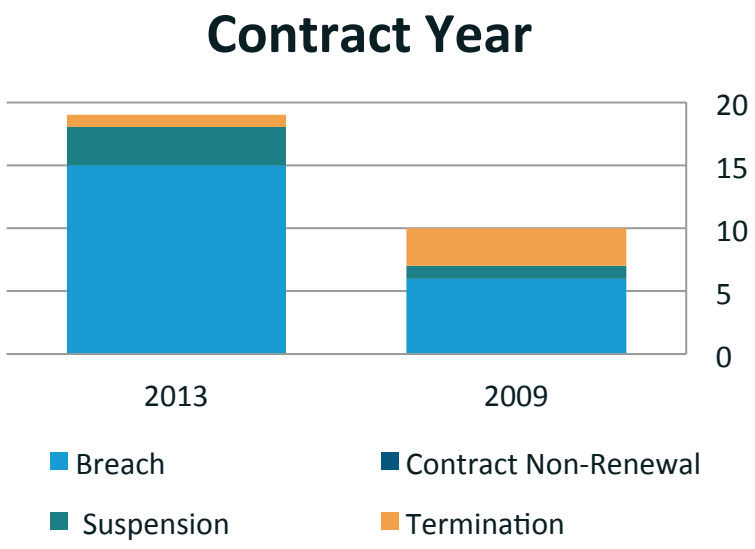
Other	53 %

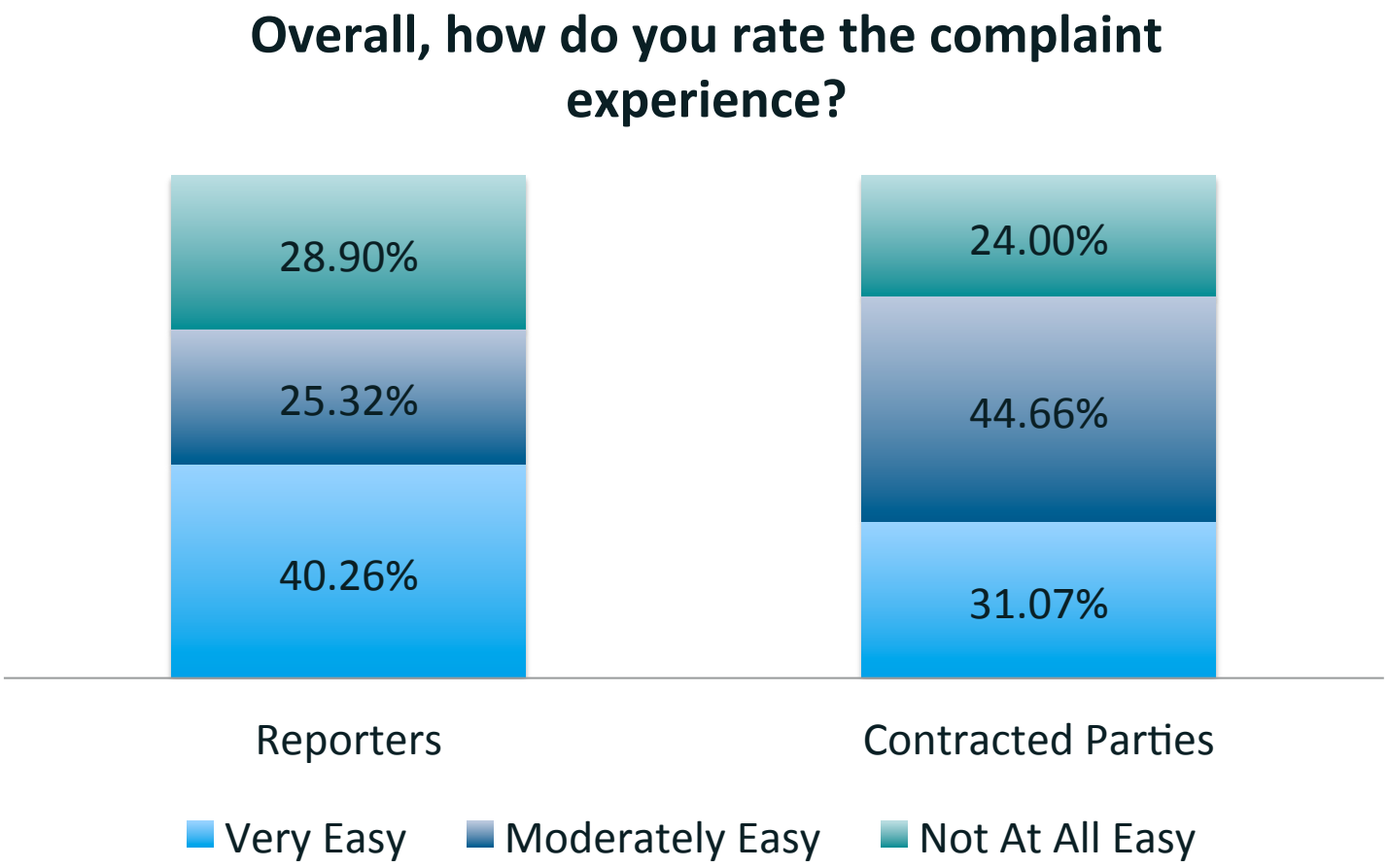
Formal Notice Trends (January – May 2015)



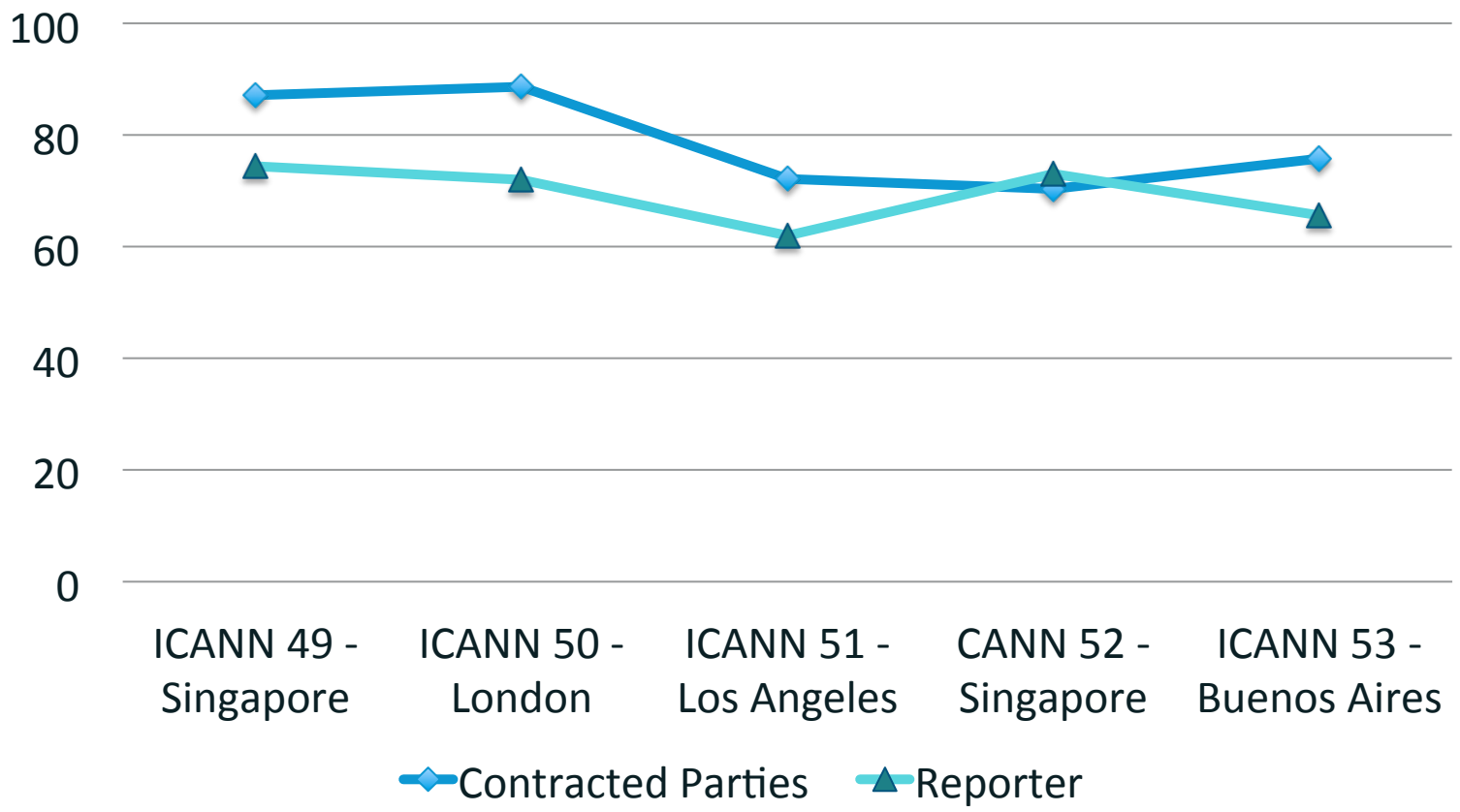




Pulse Survey Results (January – May 2015)



Pulse Survey Results Trend



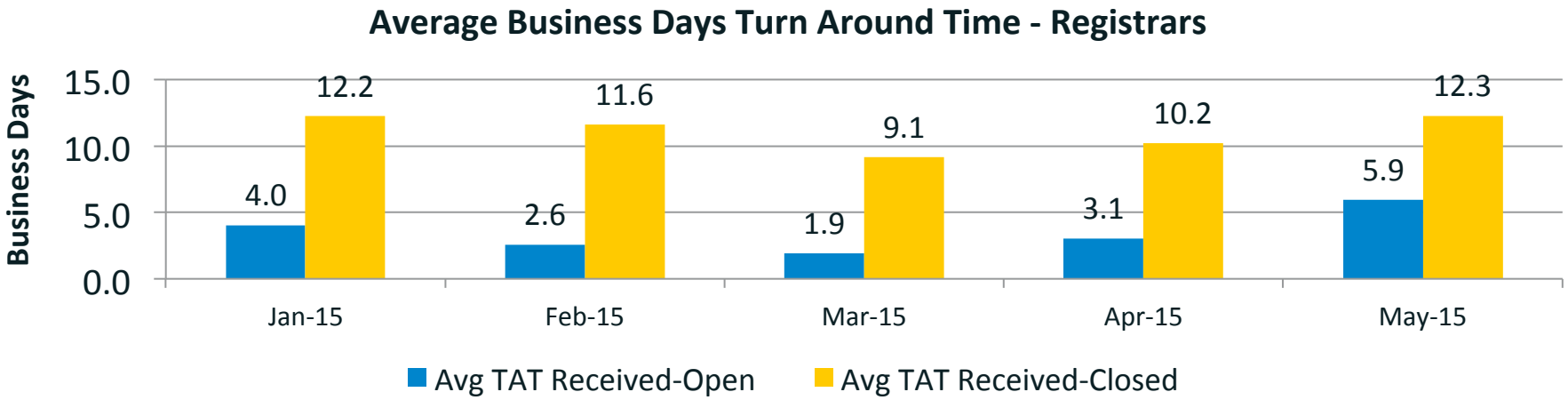
Registrar Complaint Type Volume (January – May 2015)

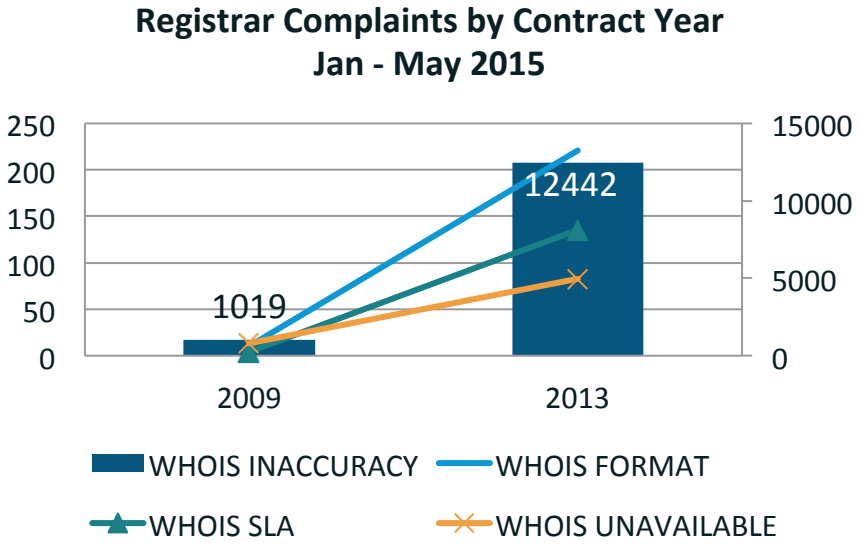
Registrar Complaints	Quantity Received	Closed before 1st inquiry / notice	ICANN Issue
WHOIS INACCURACY	14,182	5,514	2
TRANSFER	2,436	1,253	0
DOMAIN RENEWAL	362	161	0
WHOIS FORMAT	295	248	0
DATA ESCROW	200	0	3
DOMAIN DELETION	194	188	0
WHOIS SLA	175	186	0
ABUSE	142	84	1
WHOIS UNAVAILABLE	102	59	0
UDRP	81	59	0
FEES	75	2	0
CUSTOMER SERVICE	68	60	0
REGISTRAR CONTACT	40	17	0
REGISTRAR INFO SPEC	39	25	0
CEO CERTIFICATION	34	1	0
REGISTRAR OTHER	27	6	0
PRIVACY/PROXY	12	9	0
RESELLER AGREEMENT	8	0	0
WHOIS QUALITY REVIEW	7	0	0
FAILURE TO NOTIFY	6	6	0
DNSSEC, IDN, IPV6	5	6	0
Total	18,490	7,884	6

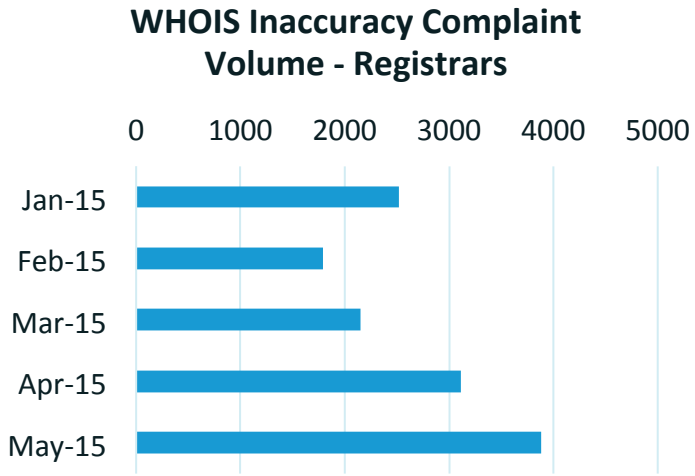
Formal Notices	Volume
Volume Breach	21
Volume Non-Renewal	0
Volume Suspension	4
Volume Termination	4

Registrar Turn Around Time (TAT)	(in days)
Avg TAT 1st Notice	12.0
Avg TAT 2nd Notice	6.6
Avg TAT 3rd Notice	7.1

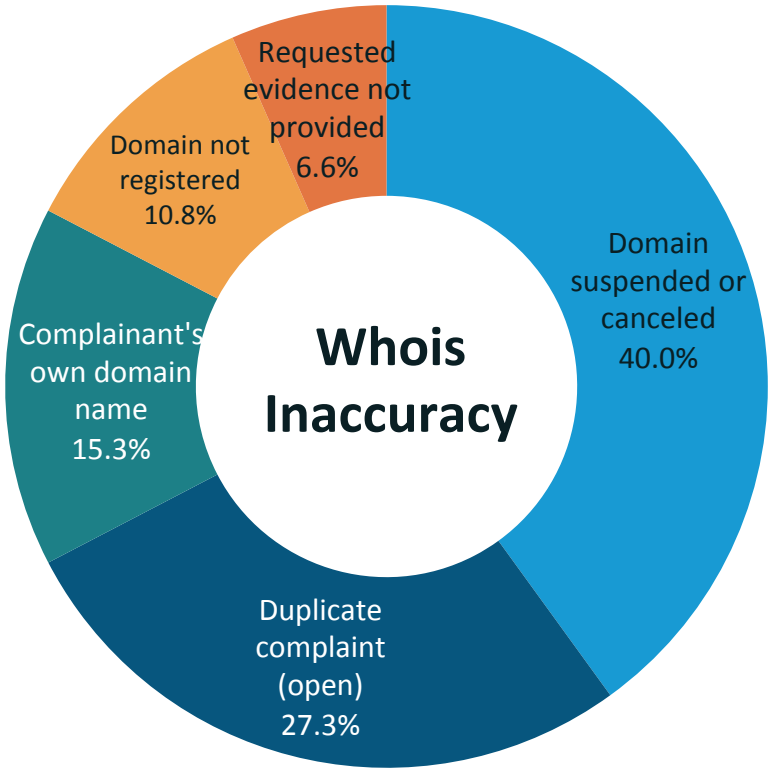
WHOIS Inaccuracy Quality Review Results

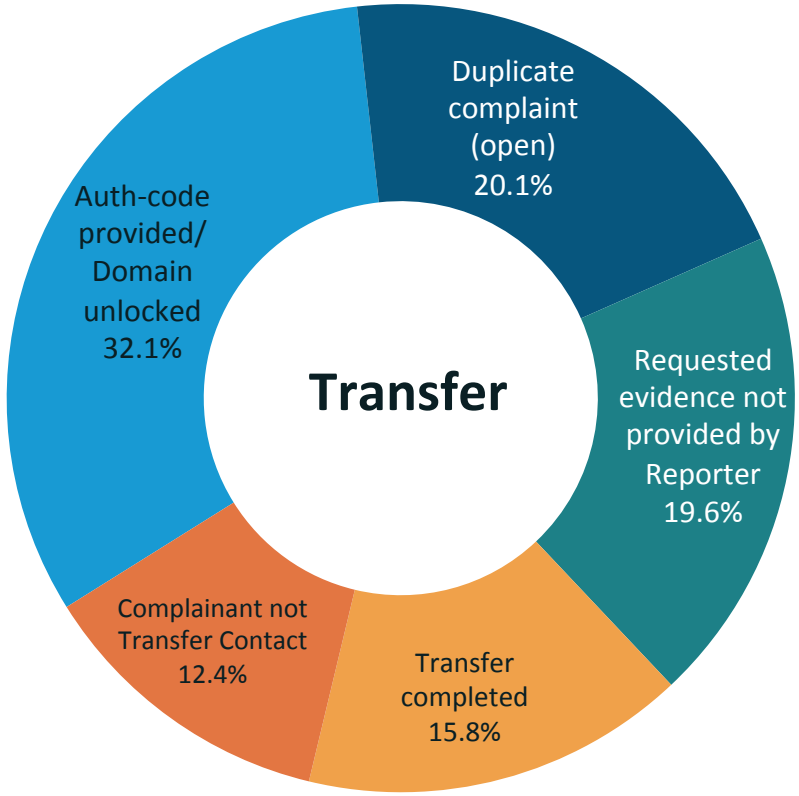




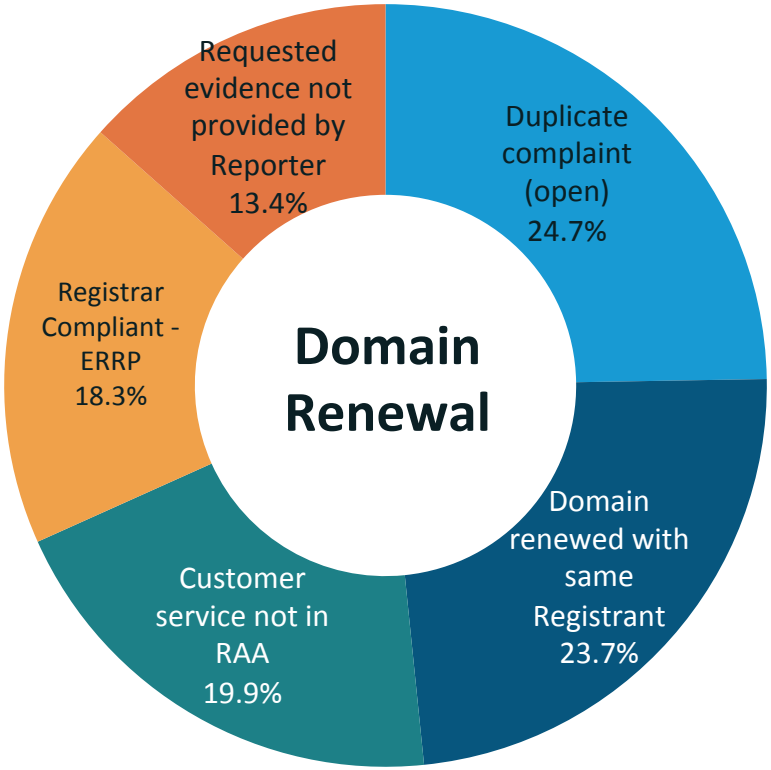


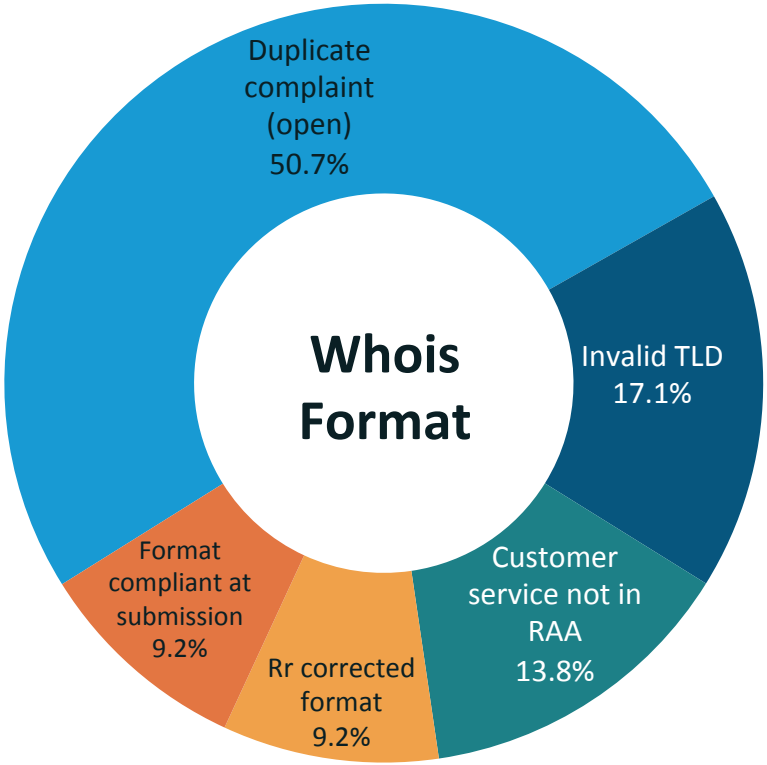
Registrar Complaint Types & Top Closure Reasons (January – May 2015)



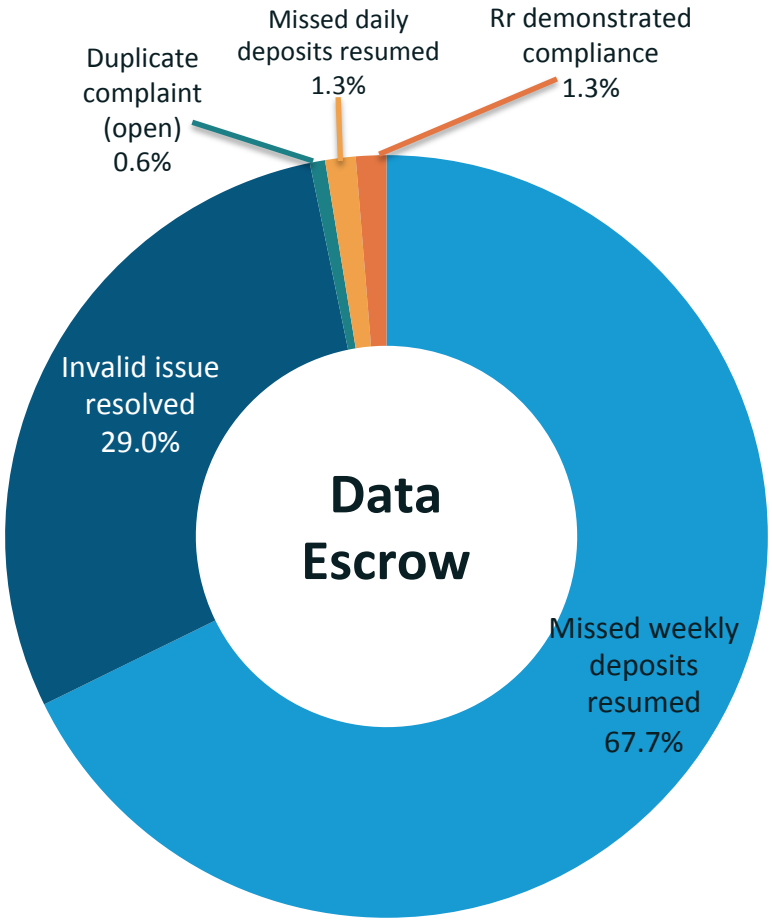


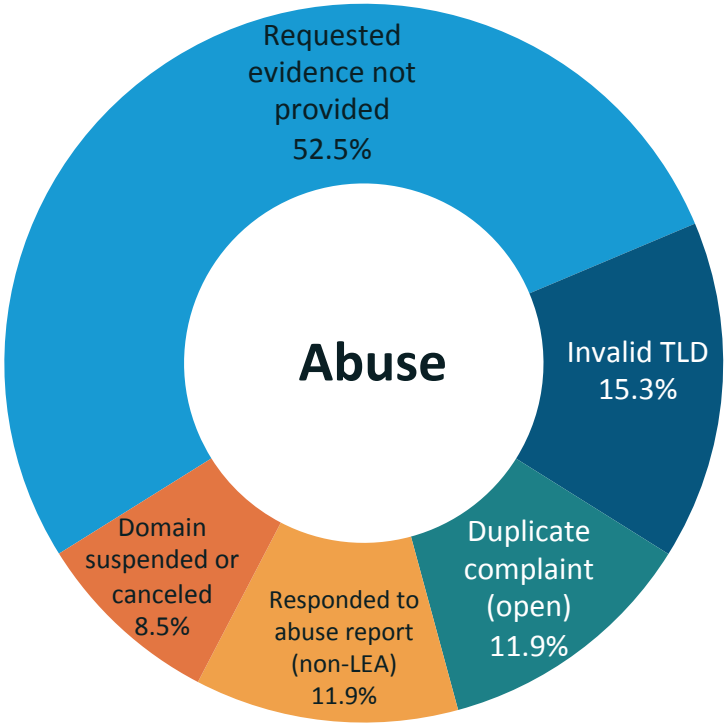
Registrar Complaint Types & Top Closure Reasons (January – May 2015)





Registrar Complaint Types & Top Closure Reasons (January – May 2015)





Registry Complaint Type Volume (January – May 2015)

Registry Complaints	Quantity Received	Closed before 1st inquiry / notice	ICANN Issue
ZONE FILE ACCESS	312	70	0
REGISTRY DATA ESCROW	133	2	3
SLA	101	51	0
REGISTRY OTHER	73	41	1
RESERVED NAMES/CONTROLLED INTERRUPTION	61	33	0
CODE OF CONDUCT	56	8	0
REGISTRY FEES	51	1	0
MONTHLY REPORT	33	2	0
ABUSE CONTACT DATA	24	8	0
BRDA	23	1	0
URS	20	15	0
BULK ZFA	15	1	1
RR-DRP	9	10	0
PIC	7	7	0
SUNRISE	7	6	0
MISCONDUCT	1	0	0
CLAIMS SERVICES	1	1	0
BANKRUPTCY	0	2	0
Total	927	259	5

Formal Notices	Volume
Volume Breach	0
Volume Non-Renewal	0
Volume Suspension	0
Volume Termination	0

Registry Turn Around Time (TAT)	(in days)
Avg TAT 1st Notice	6.4
Avg TAT 2nd Notice	6.1
Avg TAT 3rd Notice	8.0

Policy Efforts and Updates

Policy and Working Group Efforts

Provide compliance statistical data and trends to guide policy changes and ongoing implementation strategies

Actively contributing to the following Registry Related Working Groups

- Contribute to IRTP parts C and D working group efforts
- Support implementation of UDRP Rules revisions
- Participate in Thick Whois (registry) implementation and clarifications
- Whois Accuracy Reporting System

Actively contributing to the following Registry Related Working Groups

- Public Interest Commitments Security Framework
- Registration Data Directory Service
  - Effective 31 January 2016: Advisory on Whois Clarifications & Additional Whois Information Policy (AWIP)

Update to Additional Whois Information Policy

31 January 2016 effective date for AWIP requirements

- Registrars must:
  - Only refer to registration statuses in Whois by EPP status codes
  - Include a link for each EPP status code in Whois to ICANN webpage explaining each code
  - Include this message in Whois output: “For more information on Whois statues, please visit: https://www.icann.org/resources/pages/epp-status-codes-2014-06-16-en .”

Update to Registration Data Directory Service (Whois) Specification

31 January 2016 effective date for Whois Clarifications

Examples of Important Clarifications

- For optional fields where no data exists in a contracted party's Registration System (SRS), the contracted party MUST implement either of: 1) the key (i.e., the string to the left of the colon) MUST be shown with no information in the value section (i.e., right-hand side of the colon) of the field; or 2) no field MUST be shown. If data exist for a given optional field, the key and the value with the data MUST be shown.

- The value section of the "Reseller" field SHOULD be shown, but MAY be left blank or the whole field MAY not be shown at all. If shown, the value of the field MUST be the name of organization, in case the Reseller for the name is a legal entity, or a natural person name otherwise.

- The below fields MAY appear immediately before the last field ("URL of the ICANN WHOIS Data Problem Reporting System") instead of following the "Registrar IANA ID" field:
  Registrar Abuse Contact Email
  Registrar Abuse Contact Phone

Policy and Working Group Efforts

Actively contributing to the following Working Groups

- Public Interest Commitments Security Framework
- Registration Data Directory Service
  - Effective 31 January 2016: Advisory on Whois Clarifications & Additional Whois Information Policy (AWIP)