Contractual Compliance

Quarterly Metrics

2018 Quarter One
January - March 2018

ICANN

Contractual Compliance Metrics

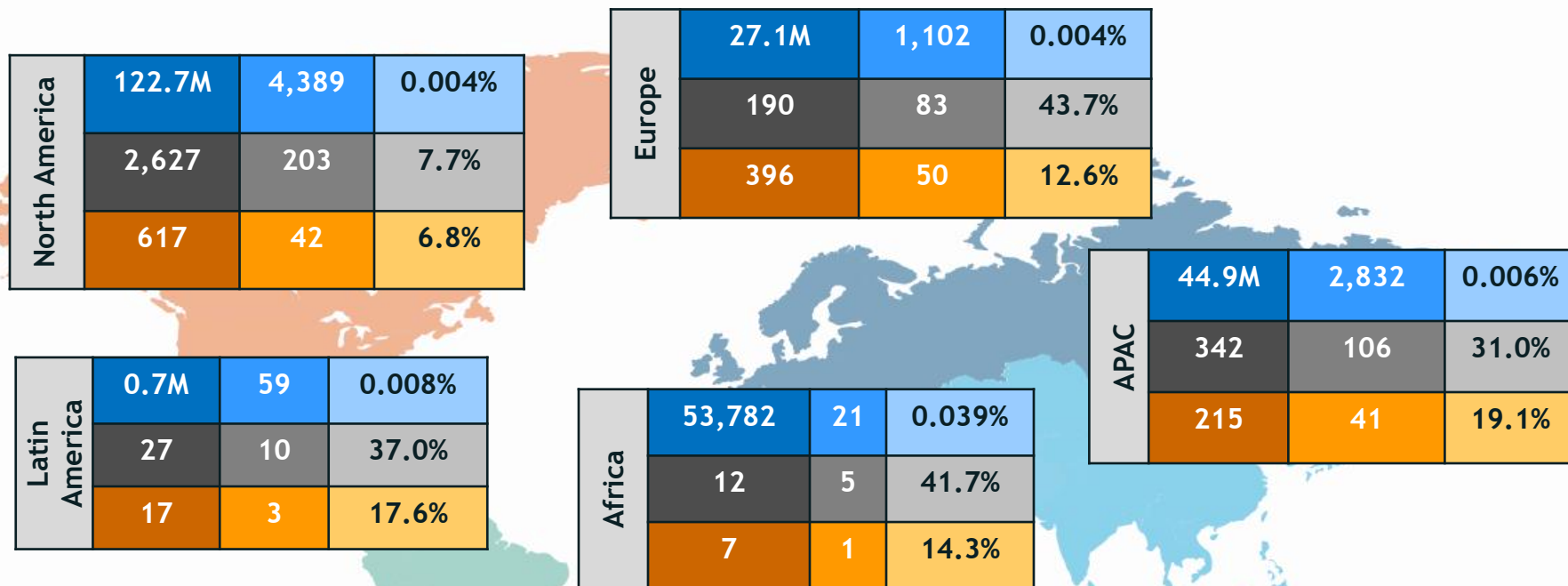# Global Metrics

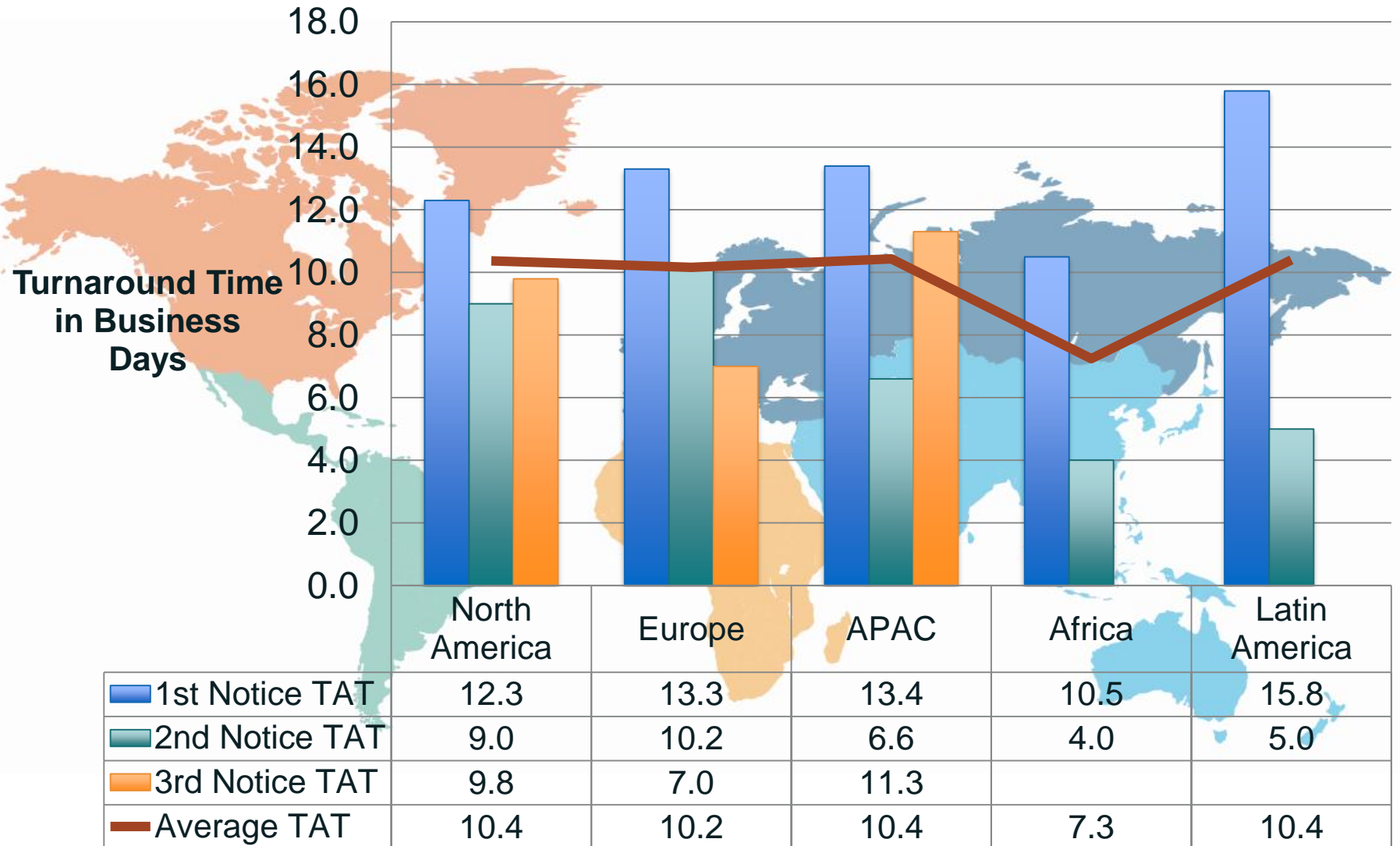# Registrar and Registry Complaints by Region (January – March 2018)

North America

122.7M	4,389	0.004%
2,627	203	7.7%
617	42	6.8%

Europe

27.1M	1,102	0.004%
190	83	43.7%
396	50	12.6%

APAC

44.9M	2,832	0.006%
342	106	31.0%
215	41	19.1%

Latin America

0.7M	59	0.008%
27	10	37.0%
17	3	17.6%

Africa

53,782	21	0.039%
12	5	41.7%
7	1	14.3%

LEGEND

Domain Volume (as of Dec 2017)	Complaints	Complaints per Domain Volume
Registrars per region	Registrars with Complaints	Registrars with complaints, per region
Registries per region	Registries with Complaints	Registries with complaints, per region

Regional Registrar Turnaround Time (January – March 2018)

Turnaround Time in Business Days

	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	12.3	13.3	13.4	10.5	15.8
2nd Notice TAT	9.0	10.2	6.6	4.0	5.0
3rd Notice TAT	9.8	7.0	11.3		
Average TAT	10.4	10.2	10.4	7.3	10.4

Regional Registry Turnaround Time (January – March 2018)

	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	8.1	6.6	6.0	6.0	
2nd Notice TAT	6.0	6.5	5.9		
3rd Notice TAT					
Average TAT	7.1	6.6	6.0	6.0	0.0
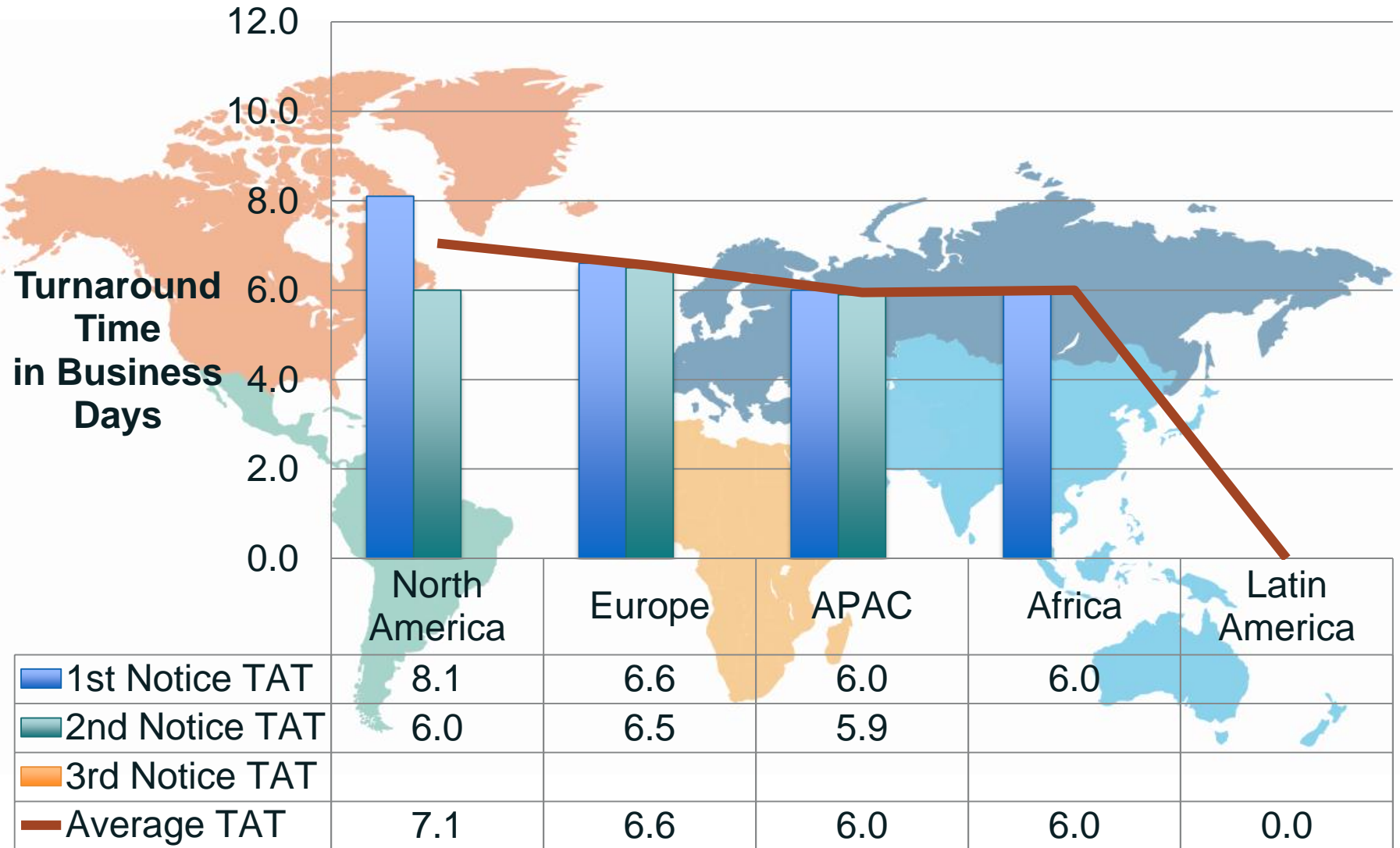
Global Formal Notice Activity (January – March 2018)

Notices	Quantity
Breach	9
Non-Renewal	0
Suspension	0
Termination	3

Breach Notice Reason	Quantity
Breach Notice Reasons	14
• Cured *	2
• Not Cured	12

* There were an additional 9 breach notices reasons that were sent in a previous period & **cured** in this period .

Breach Notice Reasons

2013 RAA 3.7.8 and WAPS 1, 2, 4 - Validate and verify Whois contact information; 7.1%

2013 RAA 3.1 - Provide Registrar Services; 7.1%

2013 RAA 3.7.8 - Take reasonable steps to investigate claimed Whois inaccuracies; 7.1%

2013 RAA 3.15 - Complete and provide Compliance Certificate; 14.3%

2013 RAA 3.4.2-.3 - Maintain and provide records; 14.3%

2013 RAA 3.17 - Maintain and provide information required by the Registrar Information Specification; 7.1%

Base RA Article 6 - Pay past due fees; 7.1%

ERRP Section 2.2.5 - Permit the Registrant at Expiration (RAE) to renew the expired registration; 7.1%

2013 RAA 3.9 - Pay accreditation fees; 28.6%

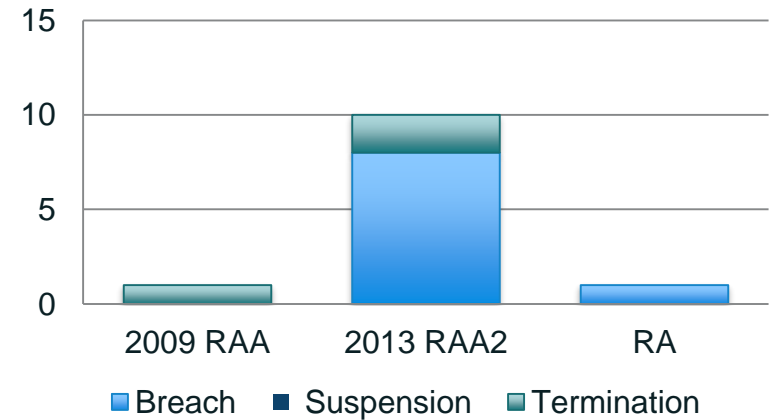*Disclaimer: Due to rounding, percentages may not always add up to 100%.*
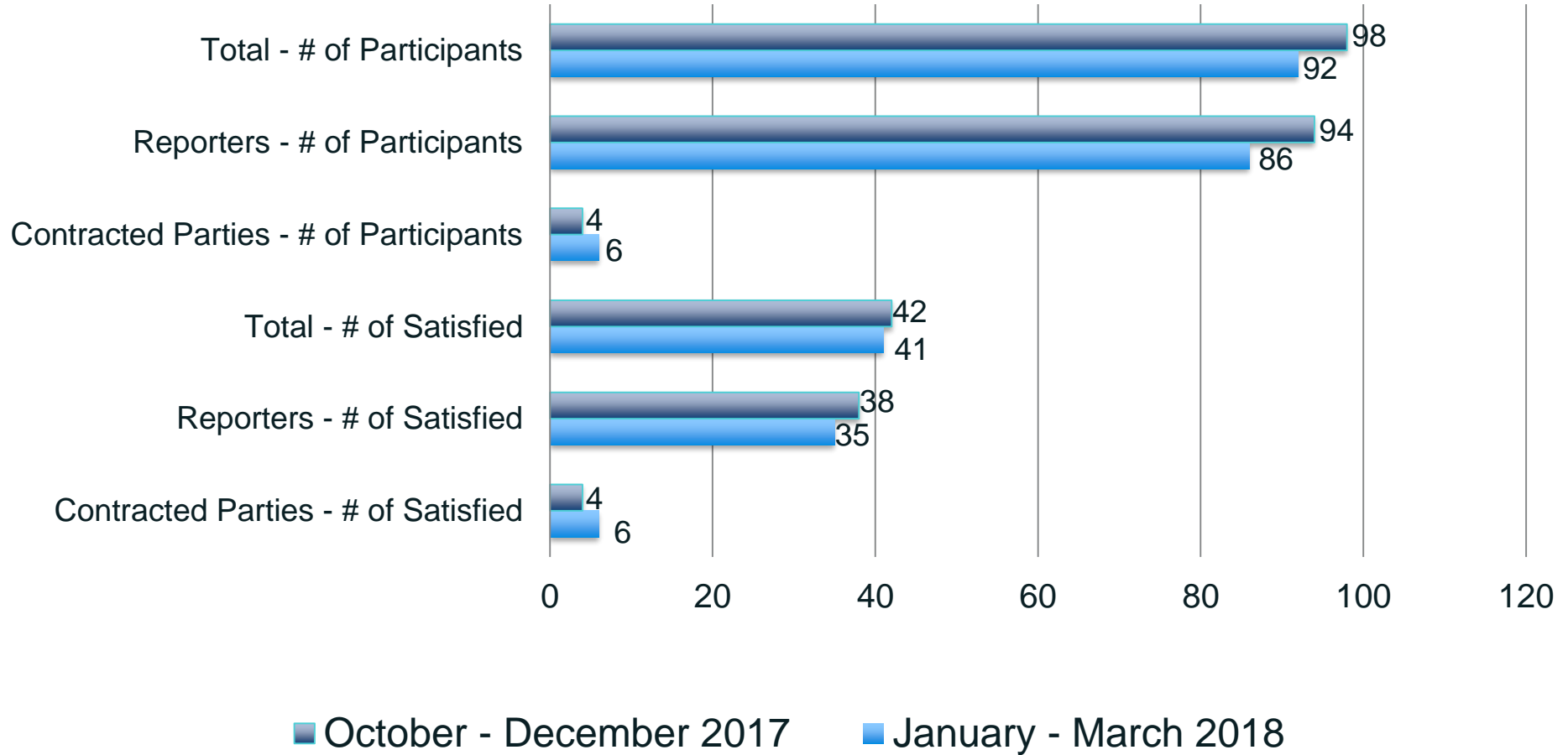
Global Formal Notice Trends (January – March 2018)
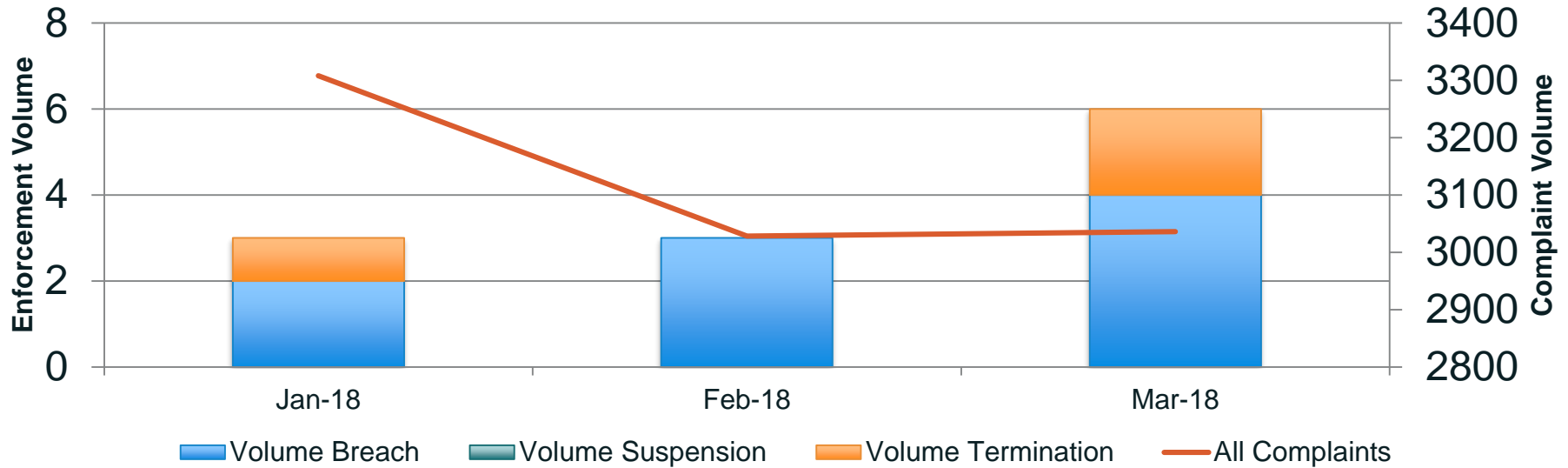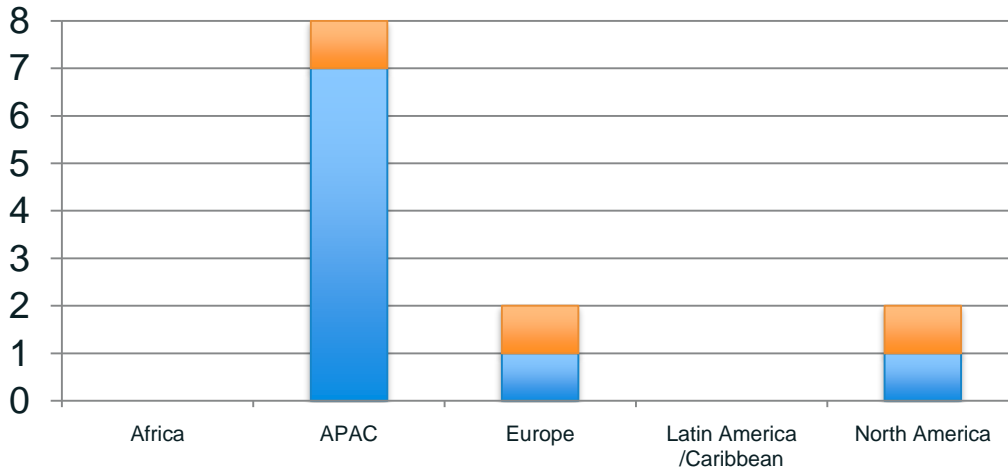
Complaint and Notice Volumes by Quarter

	Q4 2017 [Oct 17 – Dec 17]	Q1 2018 [Jan 18 – Mar 18]
	Complaint Volume	**Complaint Volume**
Registrar	14,237	9,092
Registry	260	280
Total New Complaints	14,497	9,372
Total Prior Month(s) Carryover	6,294	6,470
Total Complaints	20,791	15,842
	Complaints Closed	**Complaints Closed**
Volume Closed Before 1st Notice	6,981	7,122
Total Closed	11,486	11,014
	Formal Notices	**Formal Notices**
Notice of Breach	9	9
Contract Non-Renewal	0	0
Notice of Suspension	1	0
Notice of Termination	0	3

Satisfaction Survey Results

Horizontal bar chart comparing October - December 2017 and January - March 2018:

Category	October - December 2017	January - March 2018
Total - # of Participants	98	92
Reporters - # of Participants	94	86
Contracted Parties - # of Participants	4	6
Total - # of Satisfied	42	41
Reporters - # of Satisfied	38	35
Contracted Parties - # of Satisfied	4	6

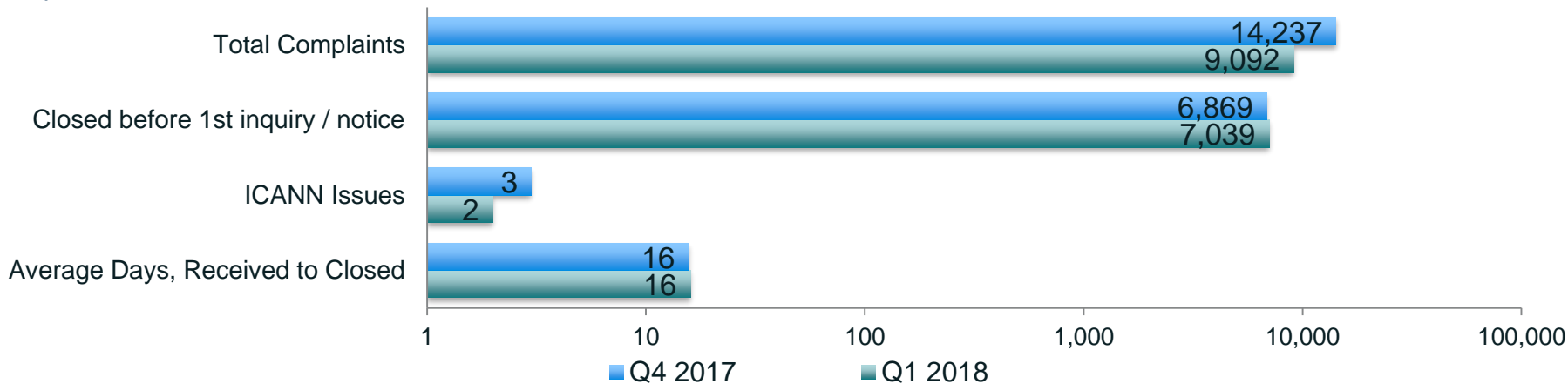■ October - December 2017 ■ January - March 2018

Registrar Metrics

Registrar Complaint Types in Detail

Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q4 2017	Q1 2018	Q4 2017	Q1 2018	Q4 2017	Q1 2018
Abuse	183	151	103	111	0	0
CEO Certification	0	30		0		0
Customer Service	110	105	90	111	0	0
Data Escrow	31	37	1	1	0	1
Domain Deletion	245	232	217	241	0	0
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	6	11	5	10	0	0
Domain Renewal	202	215	162	196	0	0
Failure To Notify	16	9	15	9	0	0
Fees	13	8	2	2	0	0
Privacy/Proxy	21	16	17	10	0	0
Registrar Contact	36	38	32	33	0	0
Registrar Information Specification (RIS)	42	40	35	44	0	0
Registrar Other	8	6	0	0	0	0
Reseller Agreement	0	2	0	0	0	0
Transfer	1,199	1,329	945	1,141	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	45	54	29	35	0	
WHOIS Format	224	254	180	235	0	0
WHOIS Inaccuracy	11,575	6,365	4,826	4,664	3	1
WHOIS Quality Review	9	11	0	0	0	0
WHOIS Inaccuracy Bulk Submission	627	263	7	24	0	0
WHOIS Inaccuracy Individual submission	6,300	6,089	3,660	3,916	3	1
WHOIS Accuracy Reporting System (WHOIS ARS)	4,639	2	1,159	724	0	0
WHOIS Service Level Agreements	125	97	106	113	0	0
WHOIS Unavailable	156	93	104	83	0	0
Total	**14,237**	**9,092**	**6,869**	**7,039**	**3**	**2**

Registrar Complaint Volume and Turnaround Time (TAT)

Registrar Complaint Volume (log scale, Q4 2017 vs Q1 2018):
- Total Complaints: 14,237 (Q4 2017), 9,092 (Q1 2018)
- Closed before 1st inquiry / notice: 6,869 (Q4 2017), 7,039 (Q1 2018)
- ICANN Issues: 3 (Q4 2017), 2 (Q1 2018)
- Average Days, Received to Closed: 16 (Q4 2017), 16 (Q1 2018)

Registrar Average TAT (Business Days)
- 1st Notice: 12.7 (Q4 2017), 13.0 (Q1 2018)
- 2nd Notice: 6.9 (Q4 2017), 7.7 (Q1 2018)
- 3rd Notice: 13.6 (Q4 2017), 10.1 (Q1 2018)

Staff Average TAT (Business Days)
- Open WIP-1st Notice: 1.1 (Q4 2017), 1.1 (Q1 2018)
- 2nd WIP-2nd Notice: 2.4 (Q4 2017), 2.6 (Q1 2018)
- 3rd WIP-3rd Notice: 2.7 (Q4 2017), 2.9 (Q1 2018)

Registrar Complaint Types and Top Closure Reasons (January – March 2018)

WHOIS Inaccuracy*

- ccTLD 5.9%
- Incomplete or broad 6.0%
- Data changed 7.3%
- Requested evidence not provided 32.3%
- Domain suspended or canceled 48.6%

Transfer

- Requested evidence not provided 59.8%
- Duplicate complaint (open) 13.8%
- Transfer completed 13.0%
- ccTLD 7.2%
- Registrar demonstrated compliance 6.1%
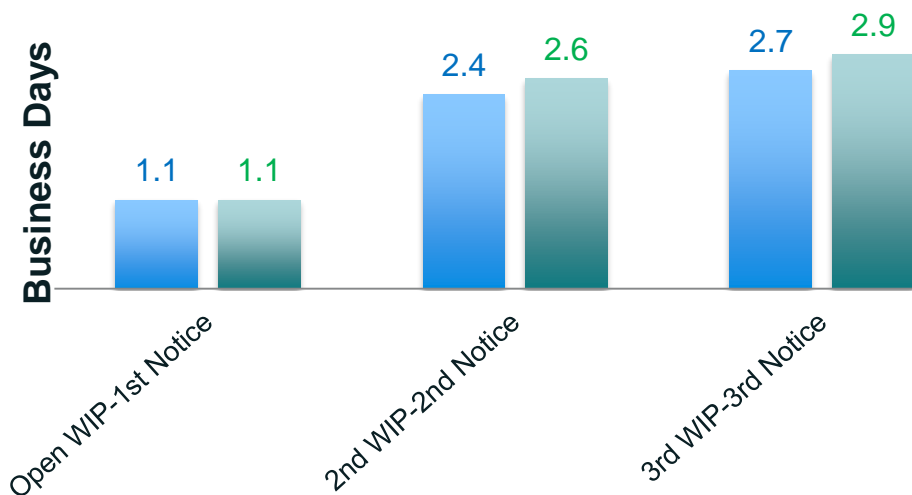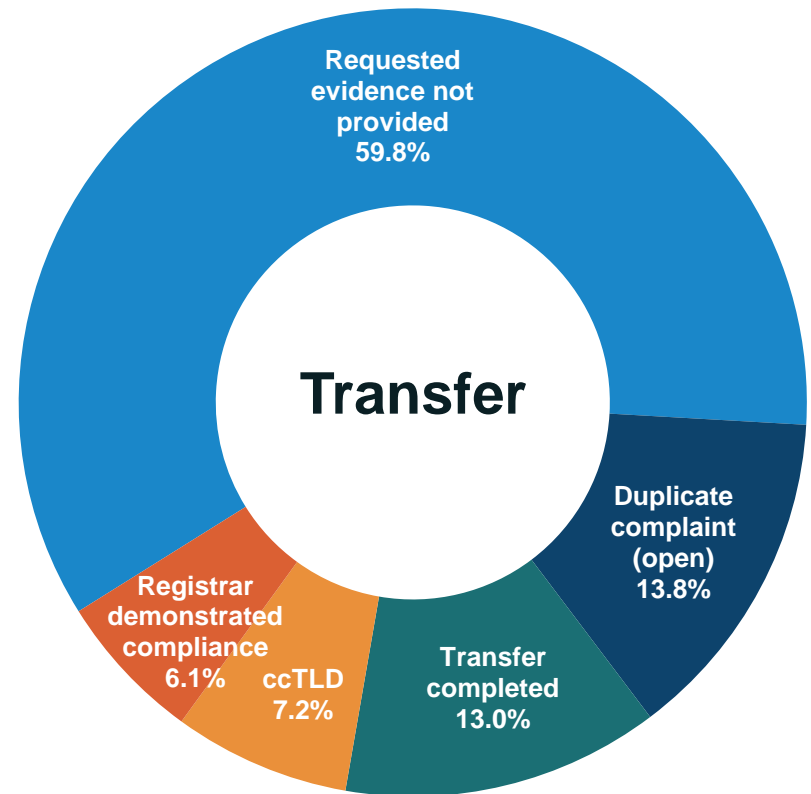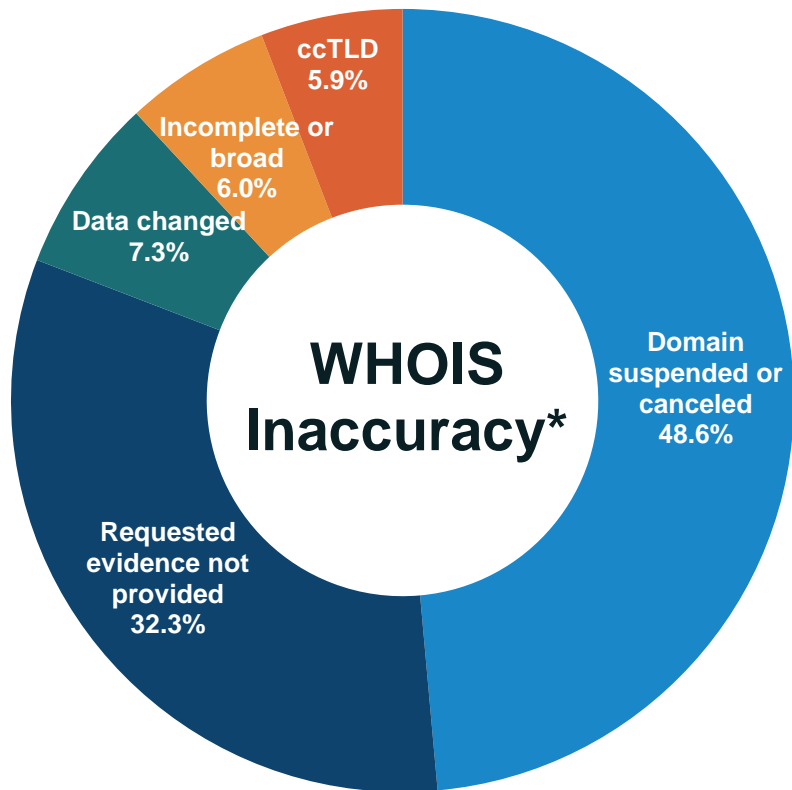
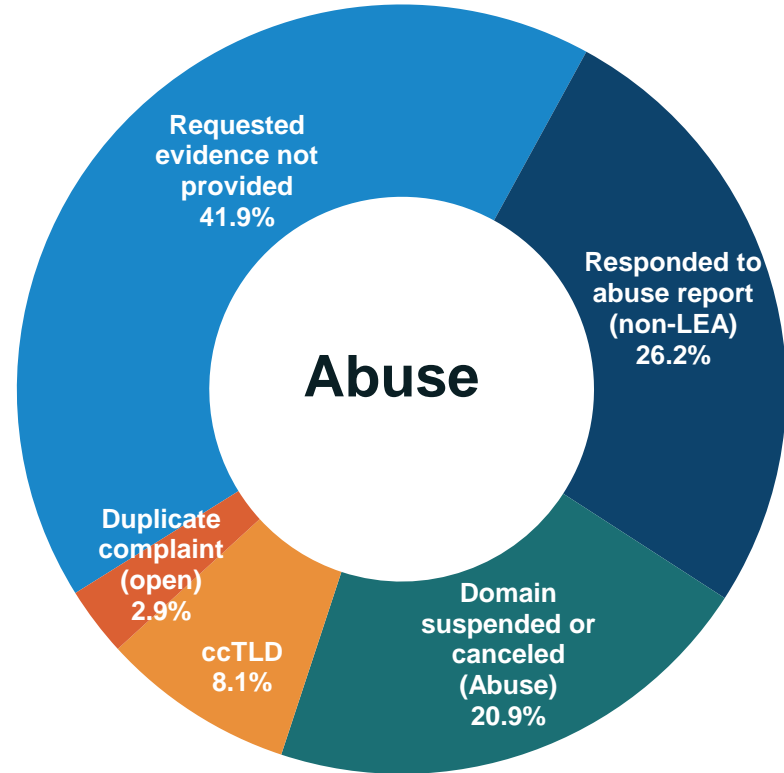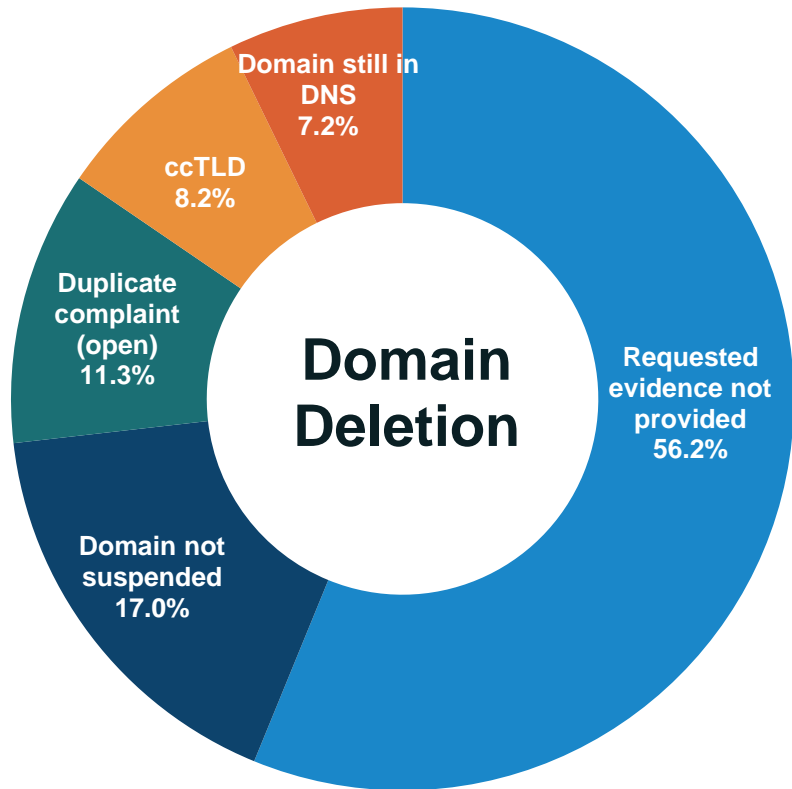*   *Does not include "WHOIS Accuracy Reporting System"*

Disclaimer: Due to rounding, percentages may not always add up to 100%.

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Registrar Complaint Types and Top Closure Reasons (January – March 2018)

Domain Renewal

- Requested evidence not provided 70.0%
- Registrar Compliant - ERRP 9.9%
- Duplicate complaint (open) 8.9%
- ccTLD 5.6%
- Domain renewed with same Registrant 5.6%

WHOIS Format

- Duplicate complaint (closed) 54.0%
- Rr corrected format 15.6%
- Requested evidence not provided 11.6%
- ccTLD 9.8%
- ICANN not a Registrar 8.9%

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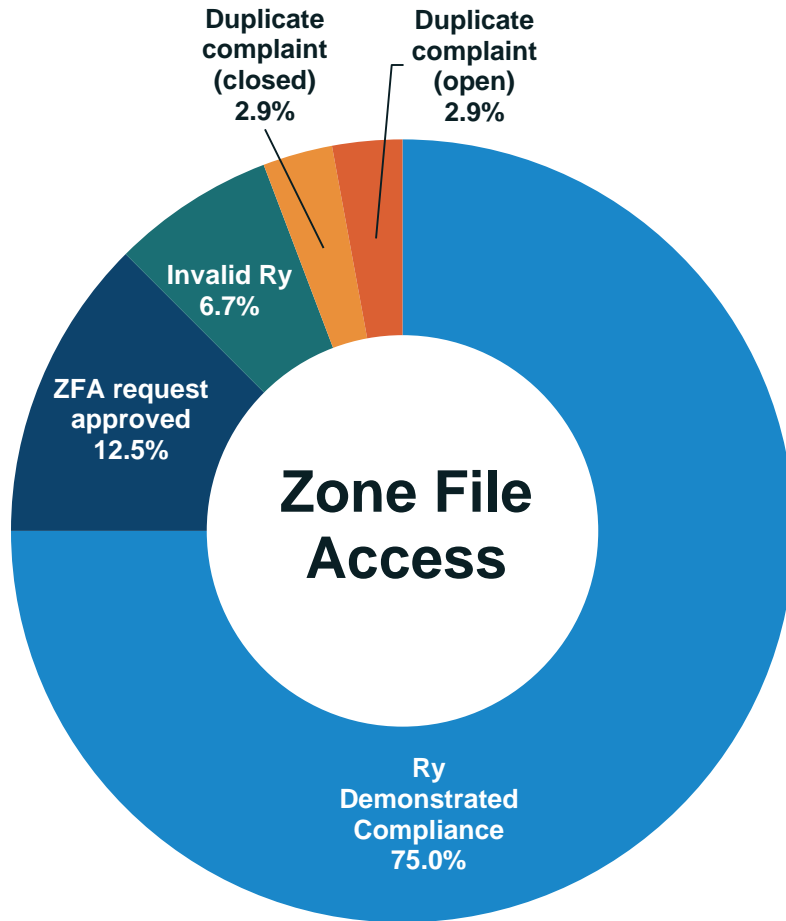# Registrar Complaint Types and Top Closure Reasons (January – March 2018)

Domain Deletion

- Requested evidence not provided 56.2%
- Domain not suspended 17.0%
- Duplicate complaint (open) 11.3%
- ccTLD 8.2%
- Domain still in DNS 7.2%

Abuse

- Requested evidence not provided 41.9%
- Responded to abuse report (non-LEA) 26.2%
- Domain suspended or canceled (Abuse) 20.9%
- ccTLD 8.1%
- Duplicate complaint (open) 2.9%

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Registry Metrics

Registry Complaint Types in Detail

Registry Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q4 2017	Q1 2018	Q4 2017	Q1 2018	Q4 2017	Q1 2018
Abuse Contact Data	53	31	53	31	0	0
Bulk Registration Data Access	18	17	1	0		
Bulk Zone File Access (ZFA)	3	3	0	0	0	0
Claims Services	0	0	0	0	0	0
Code Of Conduct	2	29	2	1	0	0
Monthly Report	5	15	0	0	0	0
Public Interest Commitments (PIC)	0	1	0	0	0	0
Registration Restrictions Dispute Resolution Procedure	8	4	8	3	0	0
Registry Data Escrow	14	2	0	0	0	0
Registry Fees	0	12	0	0	0	0
Registry Other	26	11	19	2	0	0
Reserved Names/Controlled Interruption	12	6	8	3	0	0
Service Level Agreement	4	7	2	6	0	0
Service Level Agreement Alerts	7	28	0	0	0	0
Uniform Rapid Suspension (URS)	2	4	0	3	0	0
Wildcard Prohibition	1	1	0	0	0	0
Zone File Access	105	109	19	34	2	0
Total	**260**	**280**	**112**	**83**	**2**	**0**

Registry Complaint Types and Top Closure Reasons (January – March 2018)

Zone File Access

- Ry Demonstrated Compliance 75.0%
- ZFA request approved 12.5%
- Invalid Ry 6.7%
- Duplicate complaint (closed) 2.9%
- Duplicate complaint (open) 2.9%

Service Level Agreement Alerts

- Ry Fixed issue 100.0%

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Registry Complaint Types and Top Closure Reasons (January – March 2018)
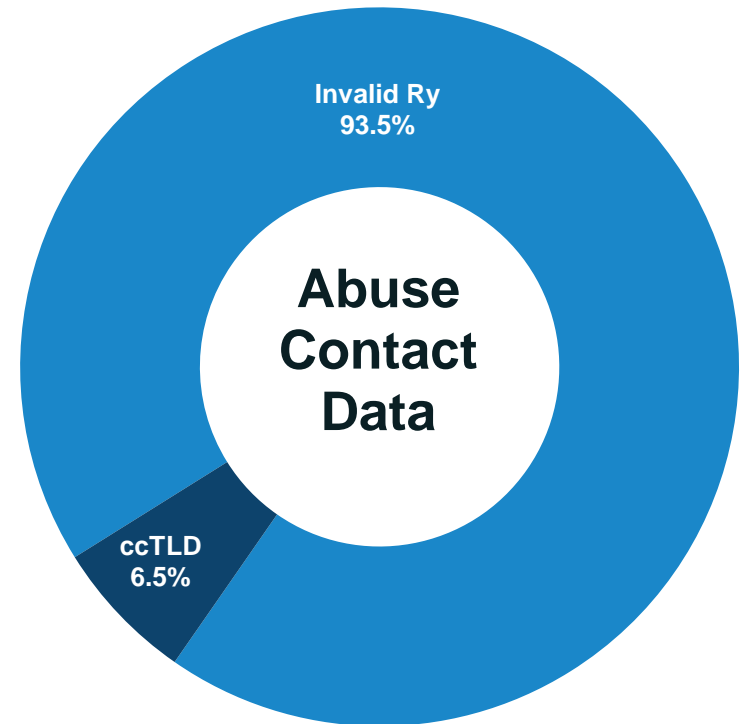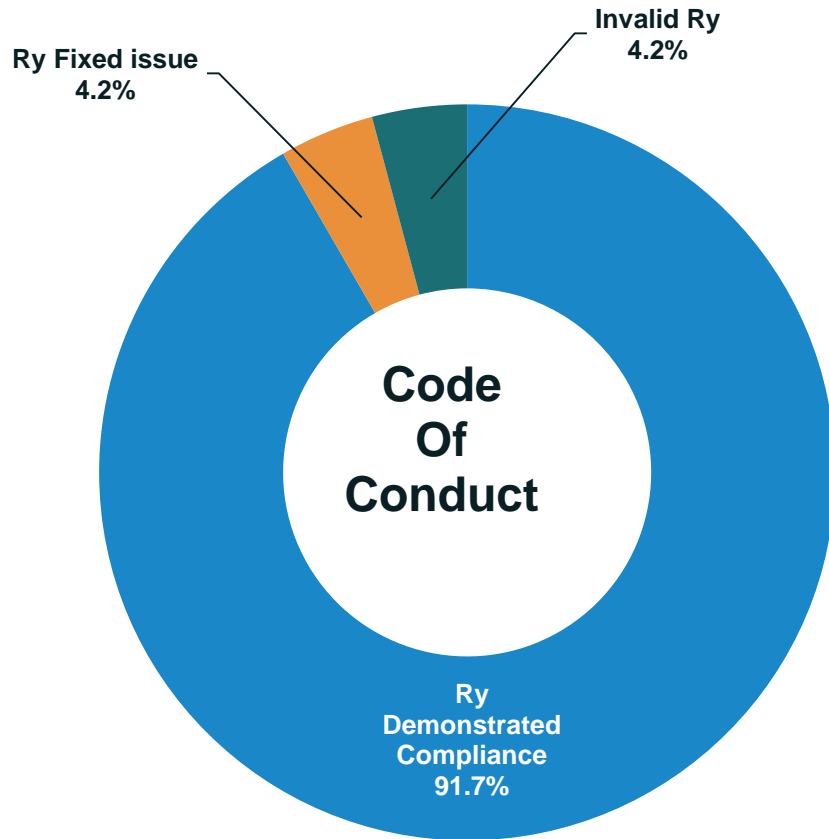
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ICANN Contractual Compliance

Thank you for taking the time to review the Contractual Compliance Quarterly Metrics.

If you have any questions, email them to:
compliance@icann.org

To learn more about the ICANN Contractual Compliance Quarterly Metrics, go to: ICANN Contractual Compliance Quarterly Metrics Explanation.