



# Contractual Compliance

## Quarterly Metrics

2018 Quarter Three  
July - September 2018

# Contractual Compliance Metrics

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1

Global  
Metrics

2

Registrar  
Metrics

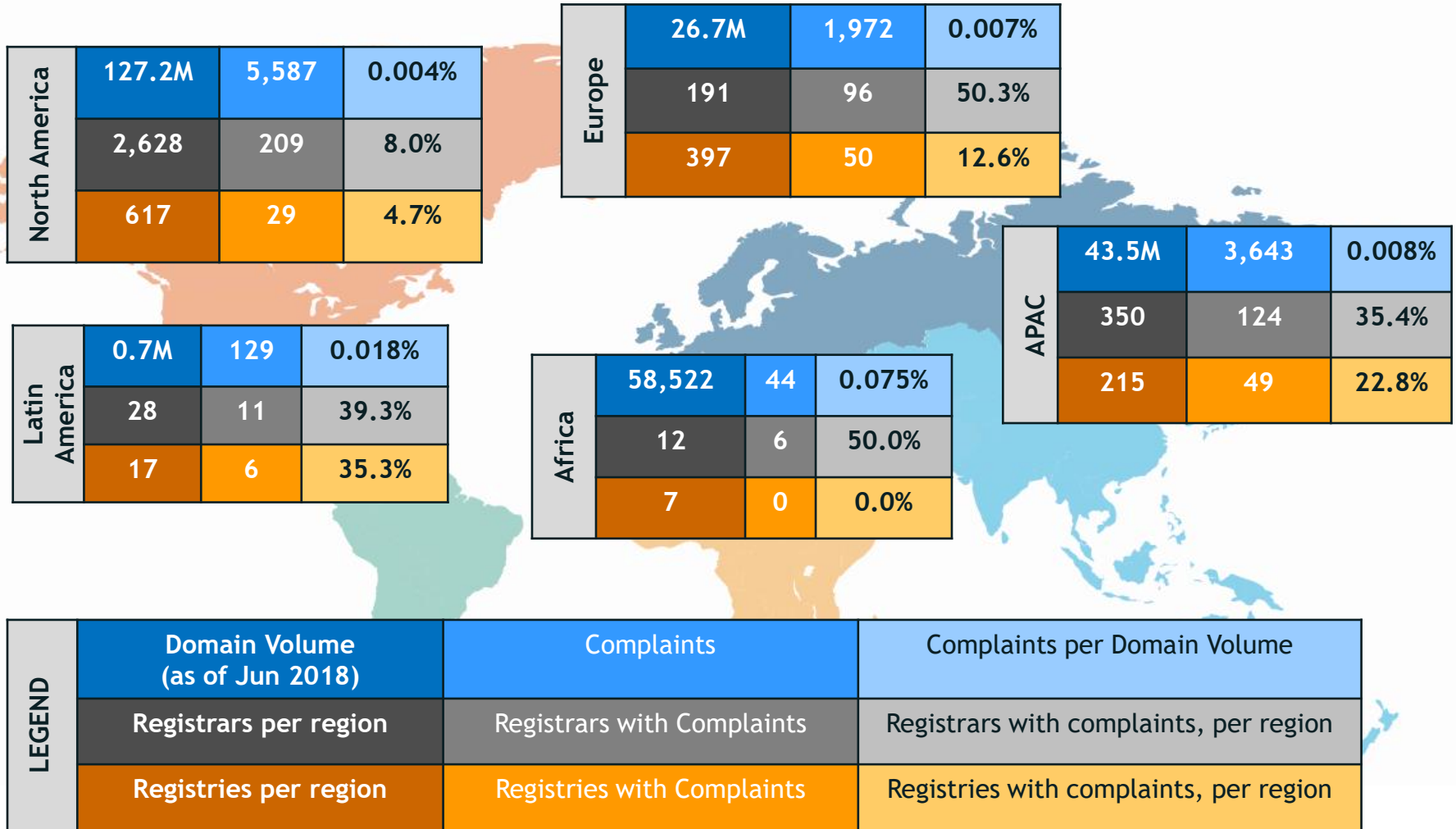
3

Registry  
Metrics

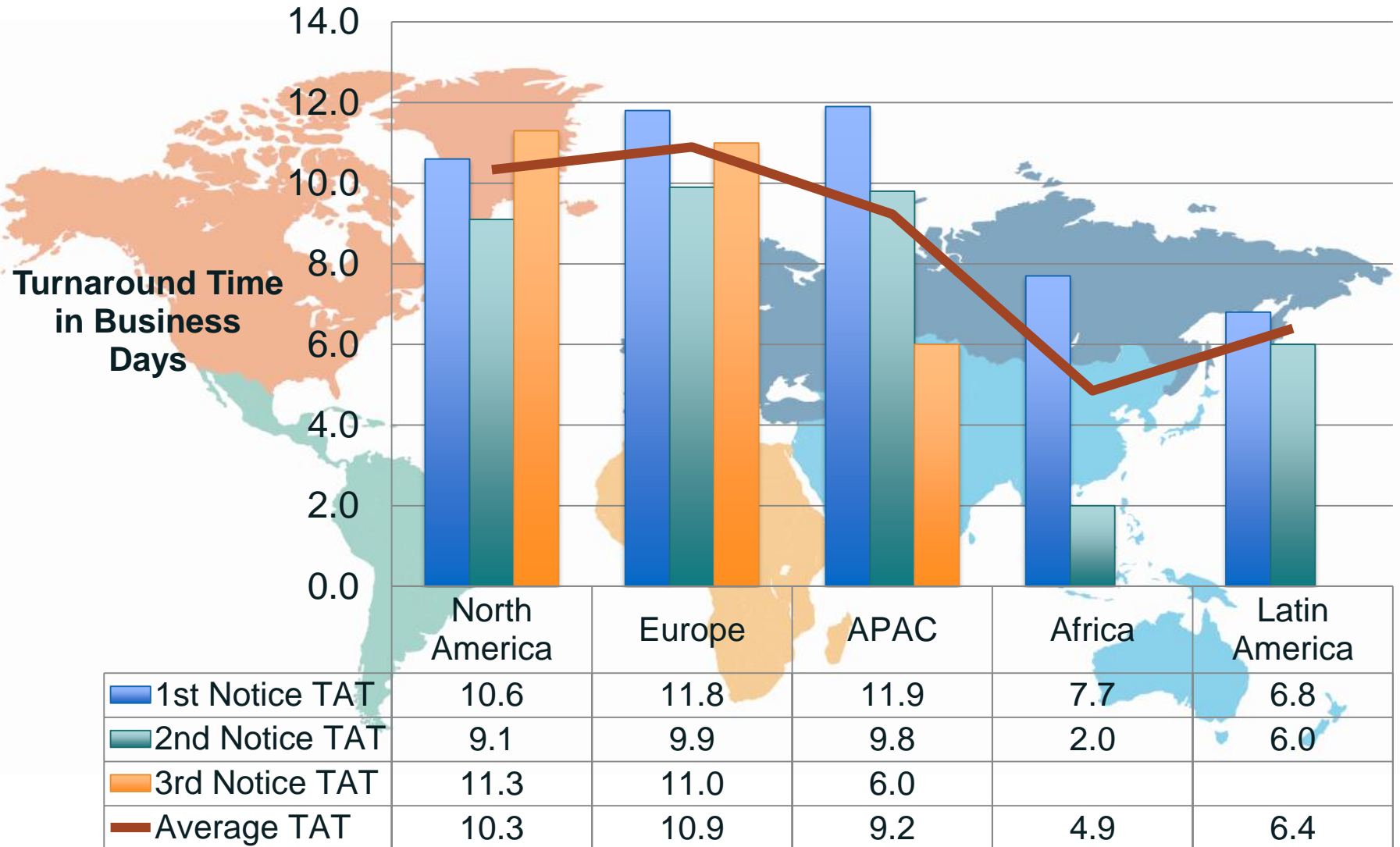
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# Global Metrics

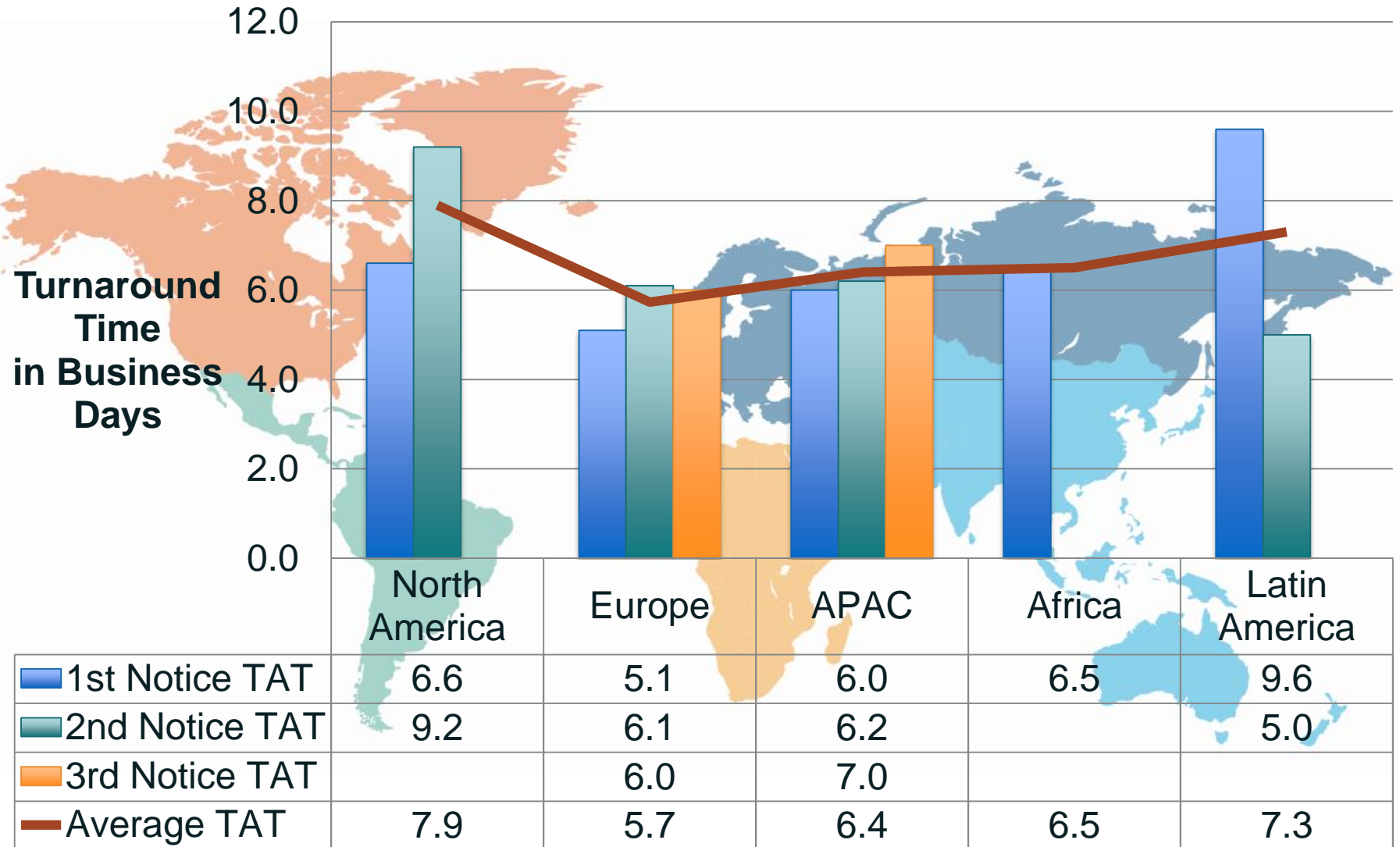
# Registrar and Registry Complaints by Region (July – September 2018)



# Regional Registrar Turnaround Time (July – September 2018)



# Regional Registry Turnaround Time (July – September 2018)

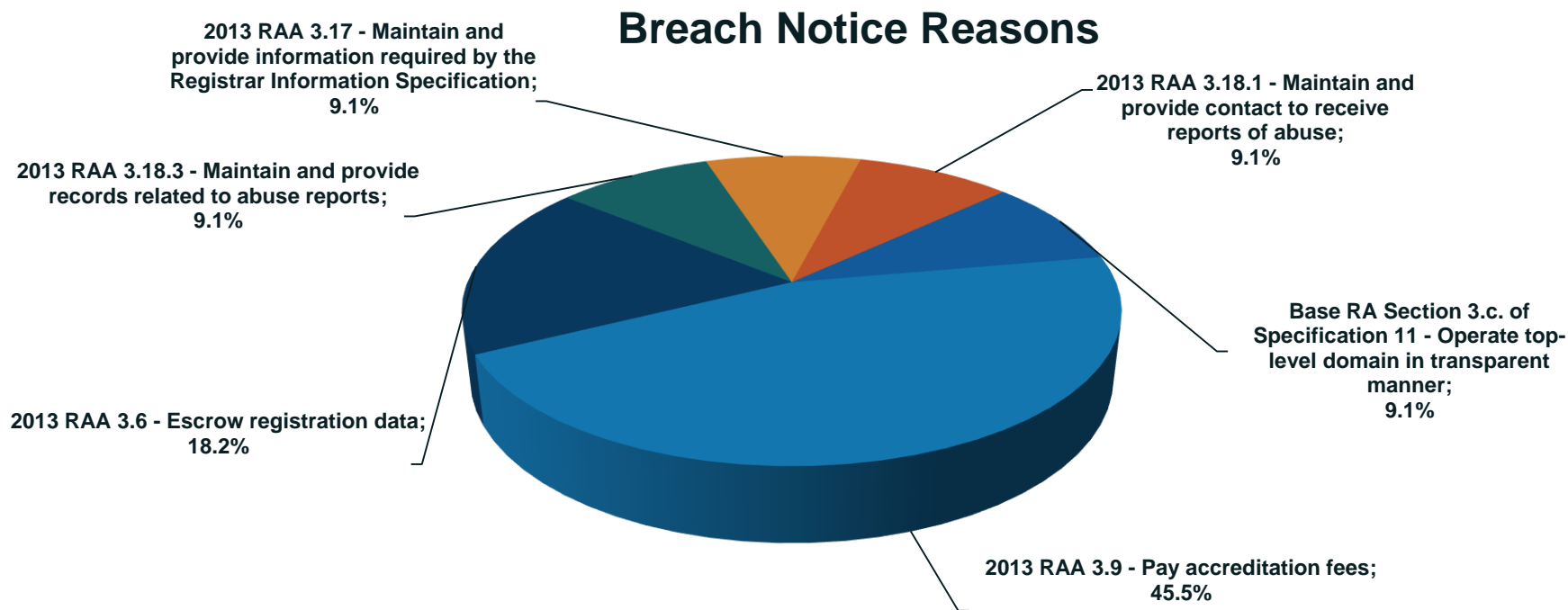


# Global Formal Notice Activity (July – September 2018)

| Notices     | Quantity |
|-------------|----------|
| Breach      | 9        |
| Non-Renewal | 0        |
| Suspension  | 1        |
| Termination | 4        |

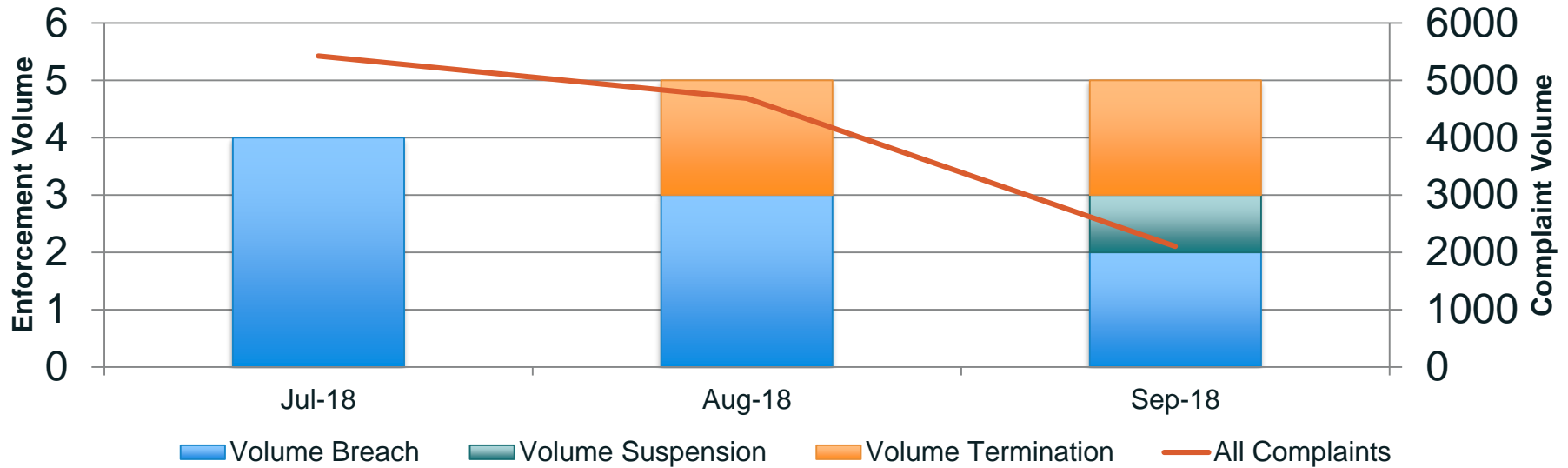
| Breach Notice Reason  | Quantity |
|-----------------------|----------|
| Breach Notice Reasons | 11       |
| • Cured *             | 3        |
| • Not Cured           | 8        |

\* There were an additional 5 breach notices reasons that were sent in a previous period & cured in this period .

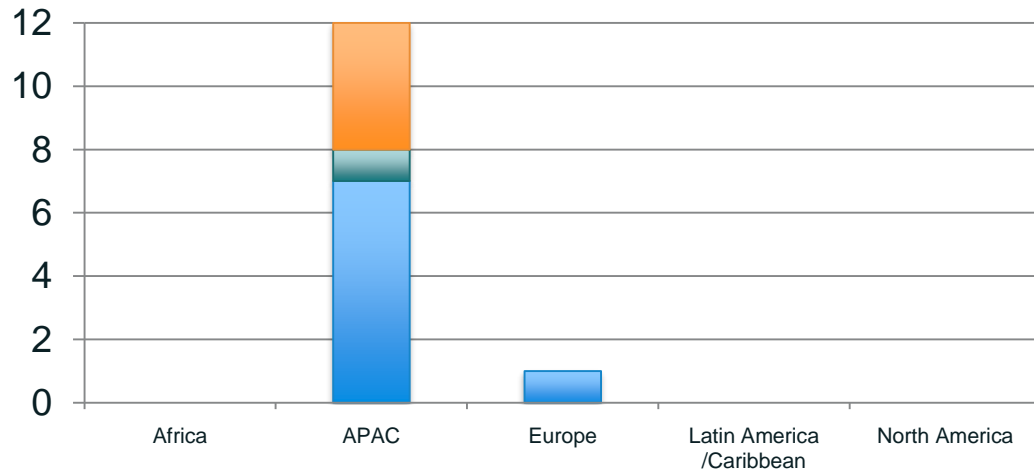


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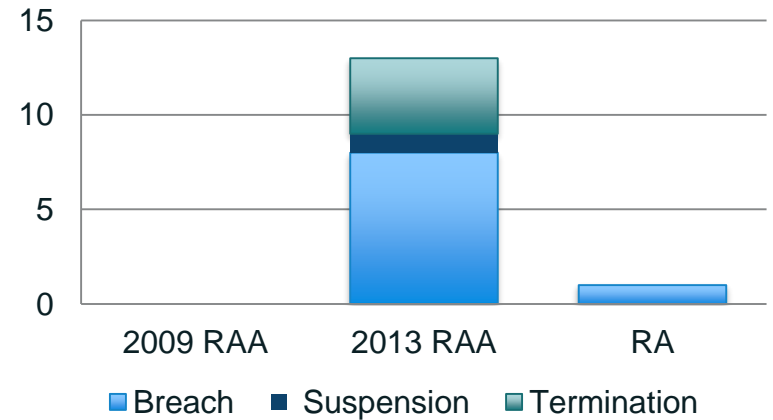
# Global Formal Notice Trends (July – September 2018)



## Region



## Contract Type

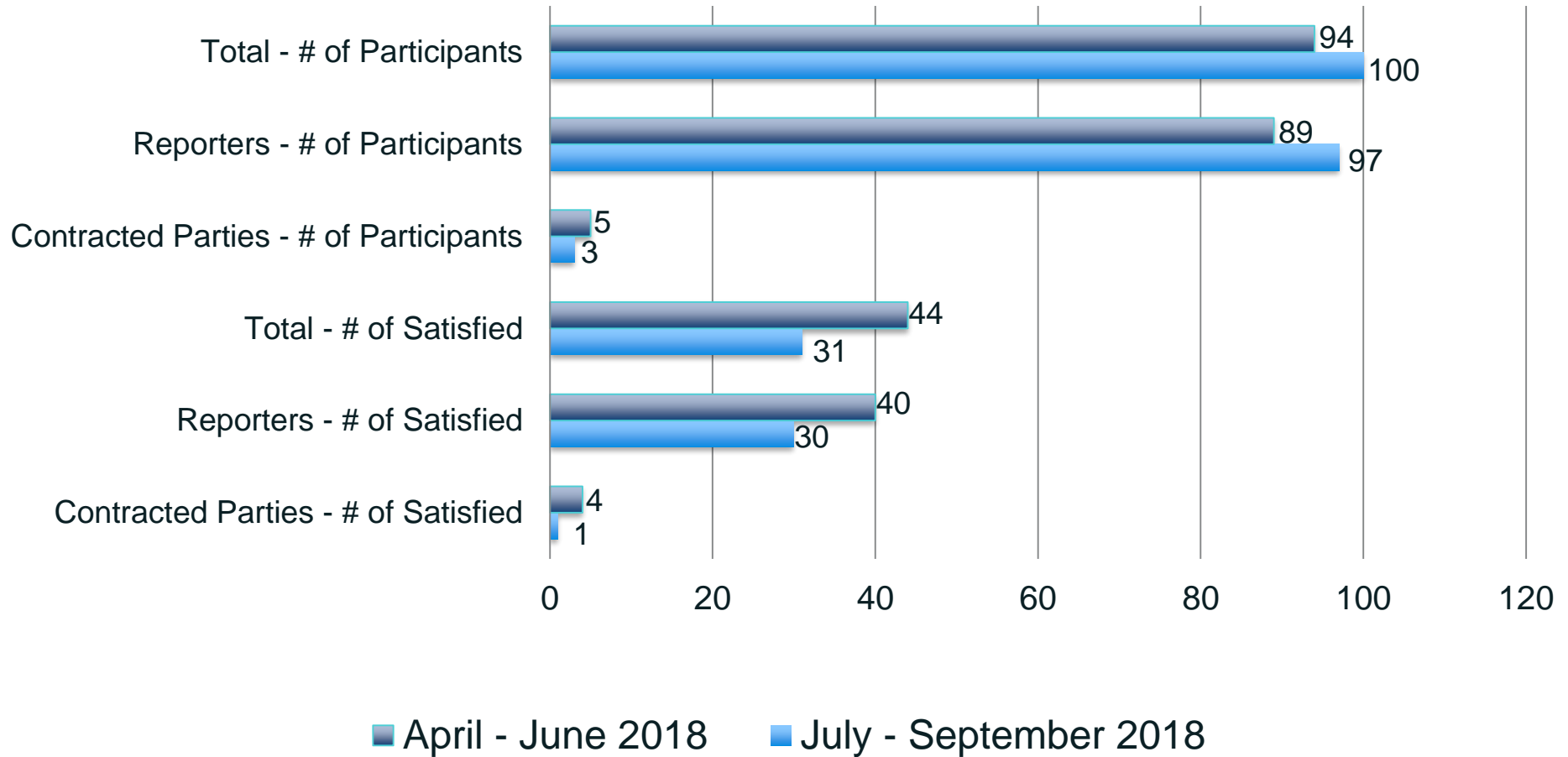




# Complaint and Notice Volumes by Quarter

|                                 | <b>Q2 2018<br/>[Apr 18 – Jun 18]</b> | <b>Q3 2018<br/>[Jul 18 – Sep 18]</b> |
|---------------------------------|--------------------------------------|--------------------------------------|
|                                 | <b>Complaint Volume</b>              | <b>Complaint Volume</b>              |
| Registrar                       | 7,923                                | 11,911                               |
| Registry                        | 263                                  | 298                                  |
| Total New Complaints            | 8,186                                | 12,209                               |
| Total Prior Month(s) Carryover  | 4,779                                | 4,800                                |
| Total Complaints                | 12,965                               | 17,009                               |
|                                 | <b>Complaints Closed</b>             | <b>Complaints Closed</b>             |
| Volume Closed Before 1st Notice | 5,513                                | 7,398                                |
| Total Closed                    | 8,236                                | 8,793                                |
|                                 | <b>Formal Notices</b>                | <b>Formal Notices</b>                |
| Notice of Breach                | 10                                   | 9                                    |
| Contract Non-Renewal            | 0                                    | 0                                    |
| Notice of Suspension            | 0                                    | 1                                    |
| Notice of Termination           | 2                                    | 4                                    |

# Satisfaction Survey Results



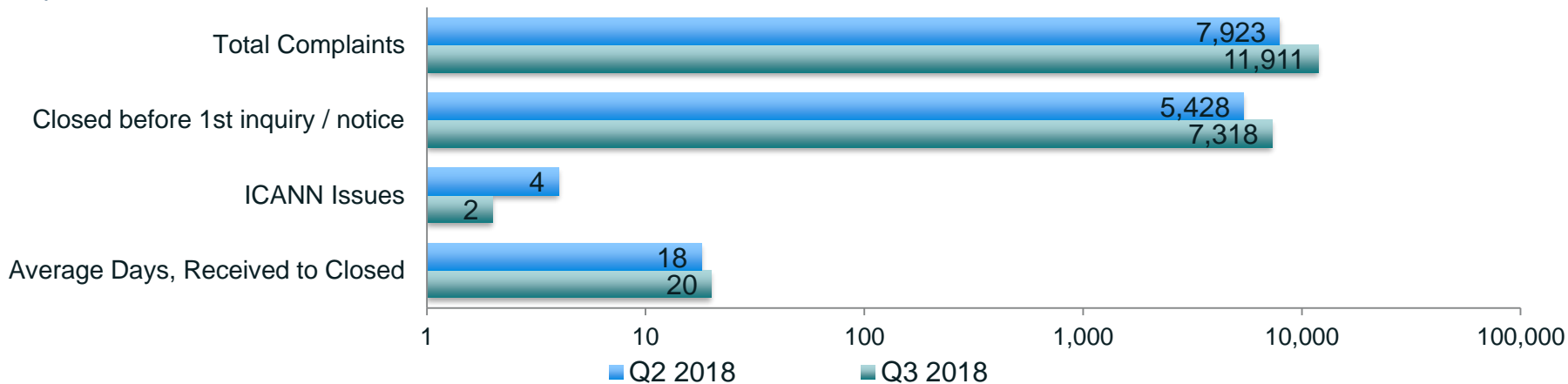
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# Registrar Metrics

# Registrar Complaint Types in Detail

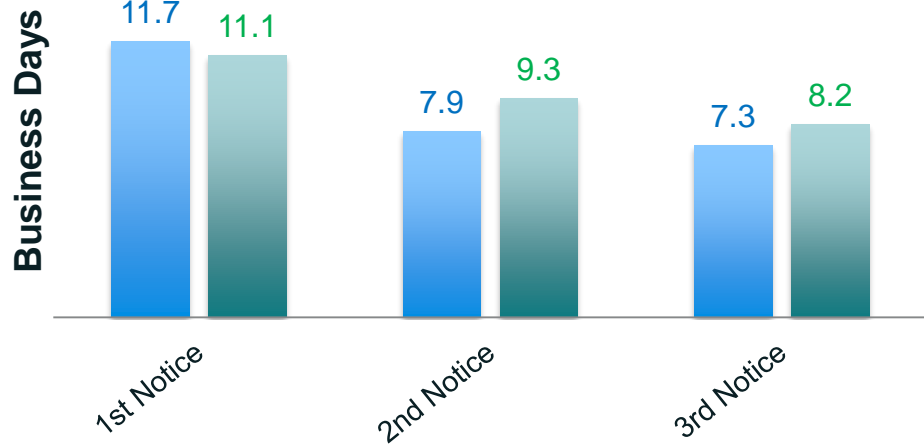
| Registrar Complaints  | Quantity     |               | Closed before 1st inquiry / notice |              | ICANN Issue |          |
|---|--------------|---------------|------------------------------------|--------------|-------------|----------|
|   | Q2 2018      | Q3 2018       | Q2 2018                            | Q3 2018      | Q2 2018     | Q3 2018  |
| Abuse   | 187          | 207           | 113                                | 144          | 0           | 0        |
| CEO Certification   | 0            | 0             | 0                                  | 0            | 0           | 0        |
| Customer Service  | 63           | 72            | 67                                 | 61           | 0           | 0        |
| Data Escrow   | 43           | 17            | 1                                  | 1            | 1           | 1        |
| Domain Deletion   | 209          | 219           | 194                                | 225          | 0           | 0        |
| Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6) | 14           | 31            | 11                                 | 27           | 0           | 0        |
| Domain Renewal  | 166          | 216           | 147                                | 186          | 0           | 0        |
| Failure To Notify   | 22           | 11            | 21                                 | 9            | 0           | 0        |
| Fees  | 4            | 16            | 0                                  | 0            | 0           | 0        |
| Privacy/Proxy   | 23           | 8             | 20                                 | 12           | 0           | 0        |
| Registrar Contact   | 30           | 47            | 32                                 | 35           | 0           | 0        |
| Registrar Information Specification (RIS)   | 46           | 34            | 36                                 | 33           | 0           | 0        |
| Registrar Other   | 17           | 25            | 1                                  | 0            | 0           | 0        |
| Reseller Agreement  | 0            | 1             | 0                                  | 0            | 0           | 0        |
| Transfer  | 1,169        | 1107          | 956                                | 1028         | 0           | 0        |
| Uniform Domain-Name Dispute-Resolution (UDRP)   | 58           | 64            | 31                                 | 39           | 0           | 1        |
| WHOIS Format  | 138          | 146           | 103                                | 137          | 0           | 0        |
| WHOIS Inaccuracy  | 5,435        | 9,436         | 3,503                              | 5,160        | 2           | 0        |
| WHOIS Quality Review  | 3            | 1             | 0                                  | 0            | 0           | 0        |
| WHOIS Inaccuracy Bulk Submission  | 216          | 0             | 53                                 | 0            | 0           | 0        |
| WHOIS Inaccuracy Individual submission  | 5,216        | 3,733         | 3,251                              | 3,725        | 2           | 0        |
| WHOIS Accuracy Reporting System (WHOIS ARS)   | 0            | 5,702         | 199                                | 1,435        | 0           | 0        |
| WHOIS Service Level Agreements  | 105          | 89            | 82                                 | 109          | 0           | 0        |
| WHOIS Unavailable   | 194          | 165           | 110                                | 112          | 1           | 0        |
| <b>Total</b>  | <b>7,923</b> | <b>11,911</b> | <b>5,428</b>                       | <b>7,318</b> | <b>4</b>    | <b>2</b> |

# Registrar Complaint Volume and Turnaround Time (TAT)



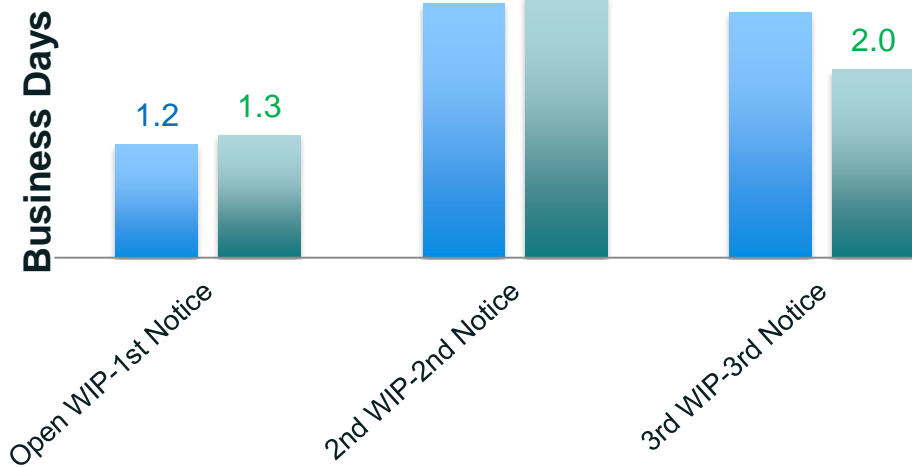
## Registrar Average TAT

■ Q2 2018 ■ Q3 2018

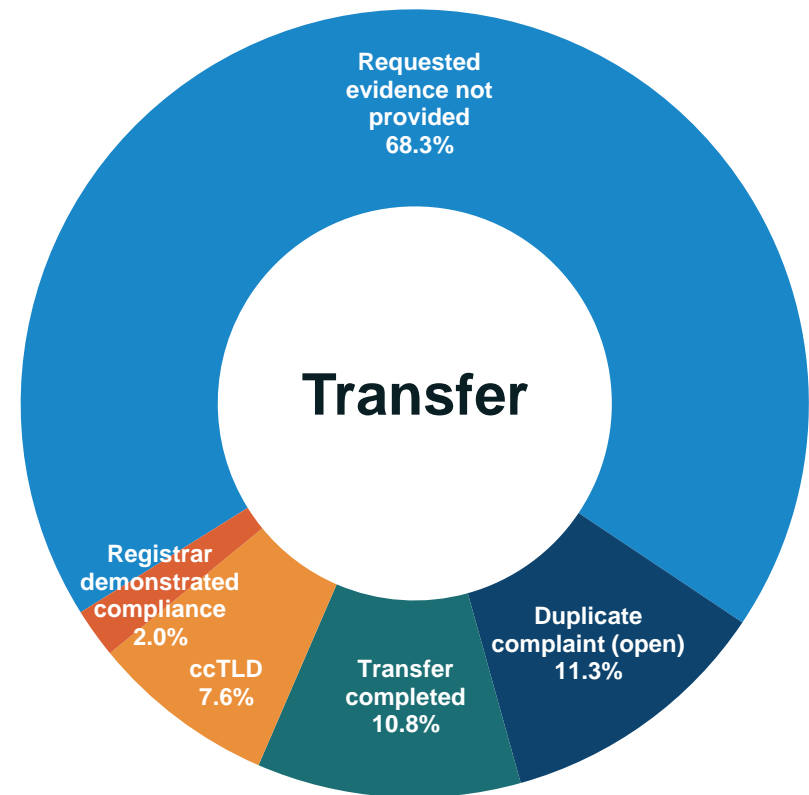
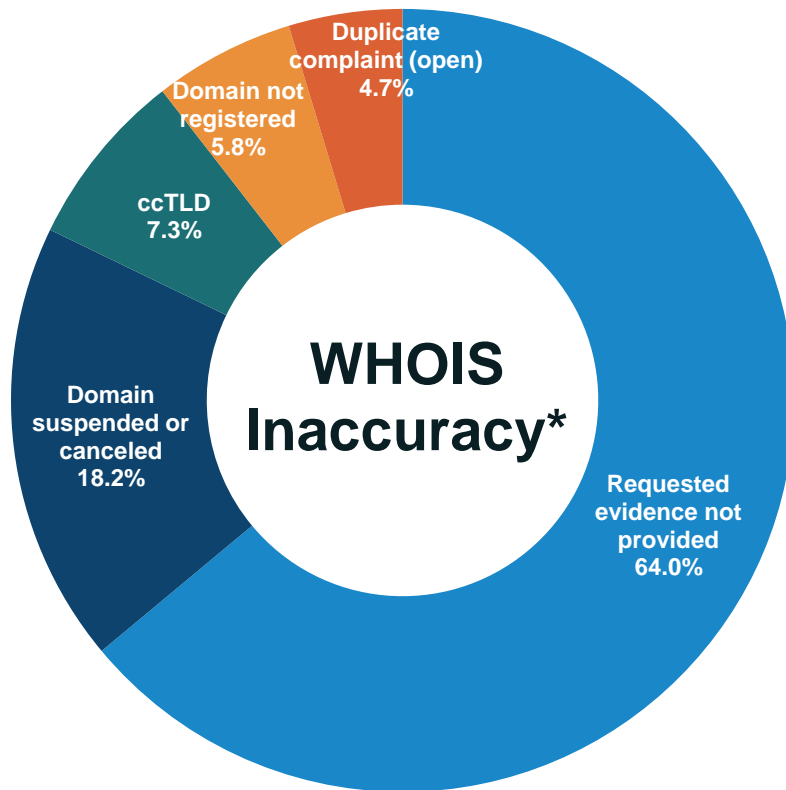


## Staff Average TAT

■ Q2 2018 ■ Q3 2018



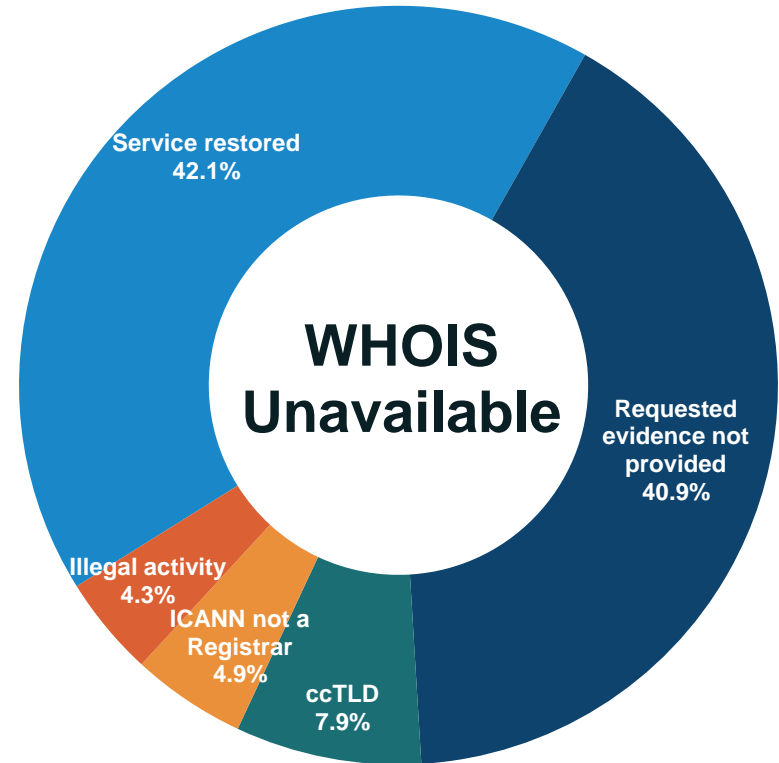
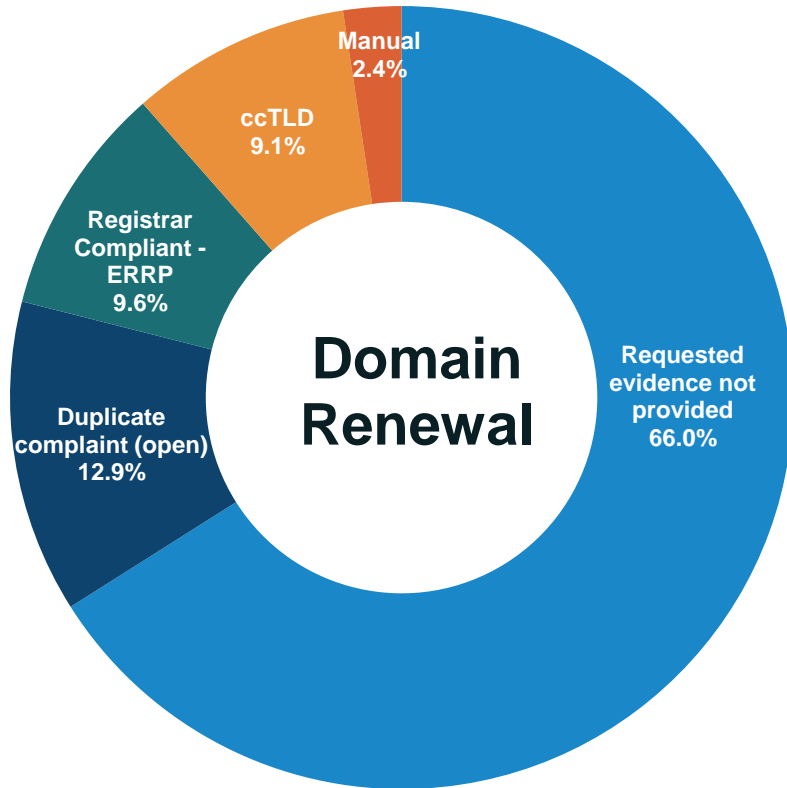
# Registrar Complaint Types and Top Closure Reasons (July – September 2018)



\* Does not include "WHOIS Accuracy Reporting System"

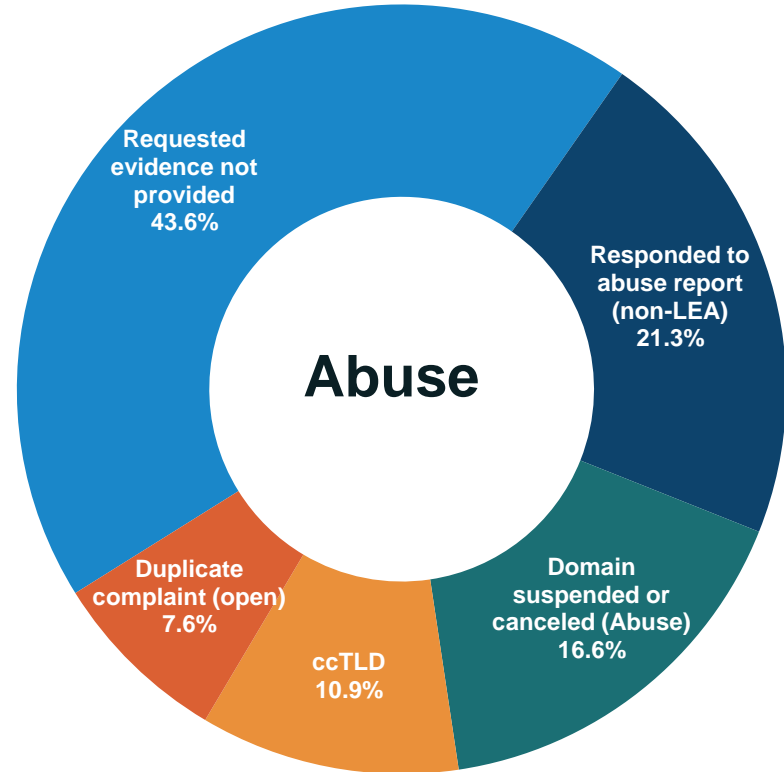
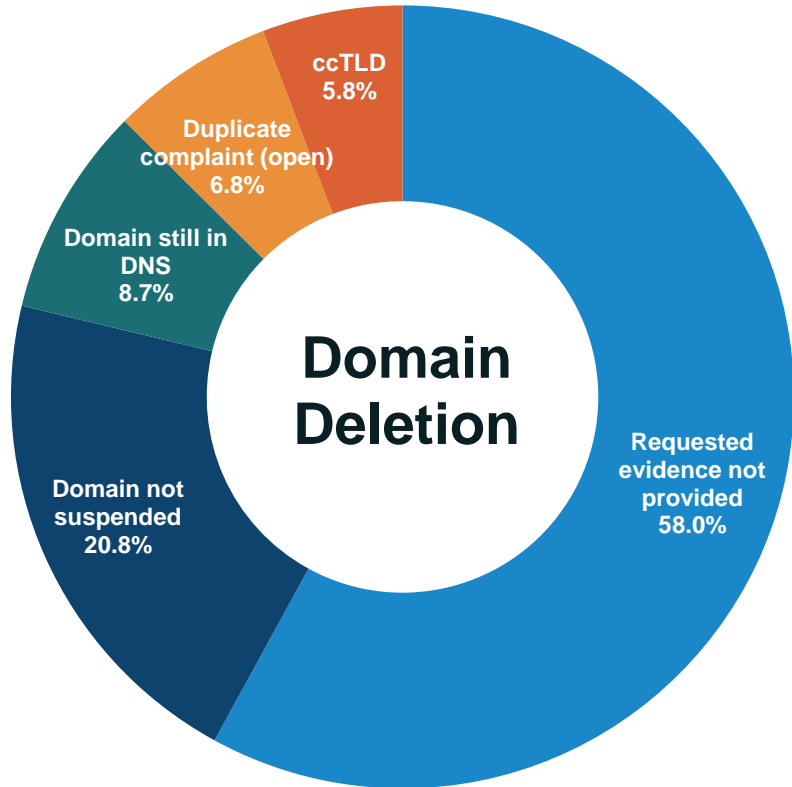
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# Registrar Complaint Types and Top Closure Reasons (July – September 2018)



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# Registrar Complaint Types and Top Closure Reasons (July – September 2018)



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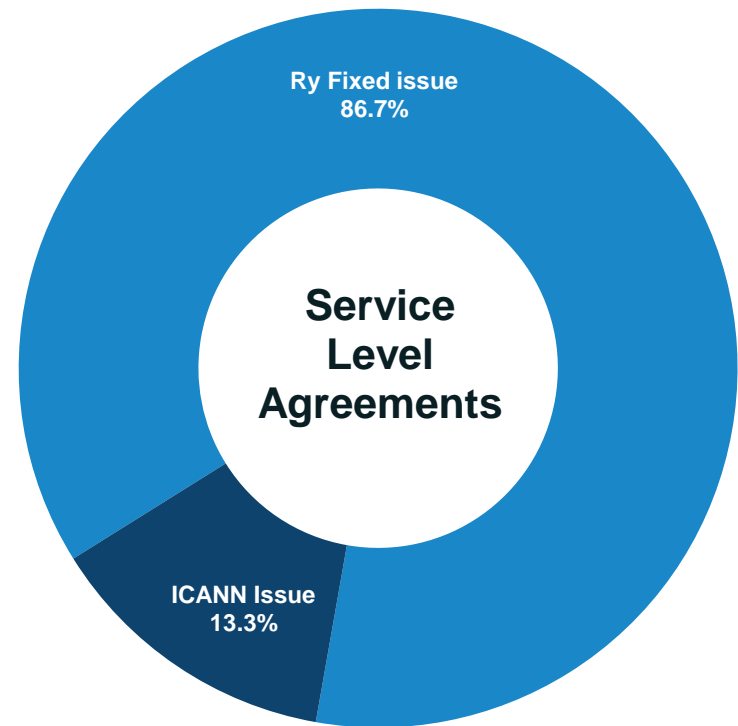
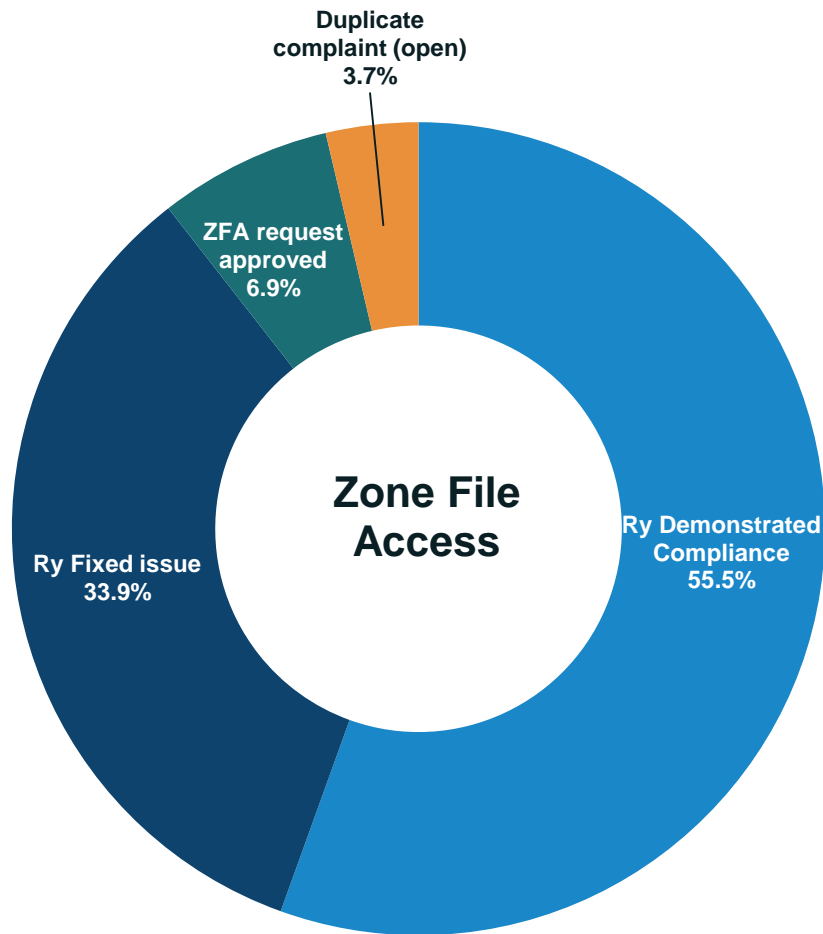
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# Registry Metrics

# Registry Complaint Types in Detail

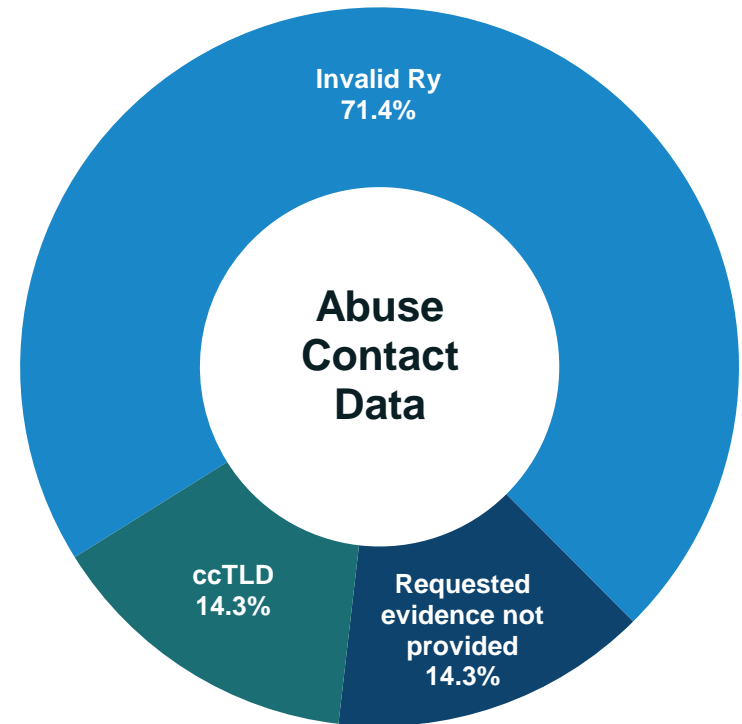
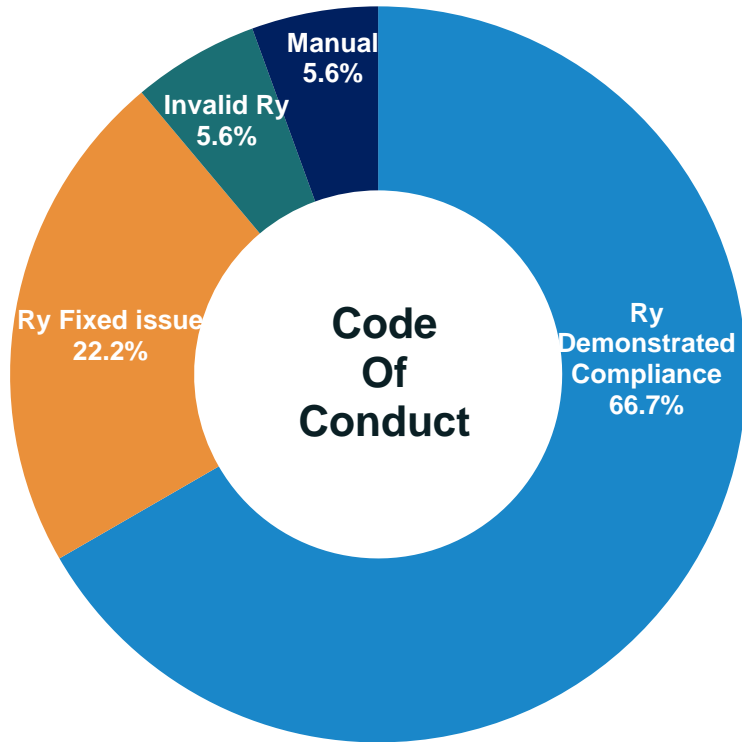
| Registry Complaints                                    | Quantity   |            | Closed before 1st inquiry / notice |           | ICANN Issue |          |
|--|------------|------------|------------------------------------|-----------|-------------|----------|
|  | Q2 2018    | Q3 2018    | Q2 2018                            | Q3 2018   | Q2 2018     | Q3 2018  |
| Abuse Contact Data                                     | 33         | 14         | 33                                 | 14        | 0           | 0        |
| Bulk Registration Data Access                          | 1          | 5          | 0                                  | 0         | 0           | 0        |
| Bulk Zone File Access (ZFA)                            | 2          | 4          | 0                                  | 0         | 0           | 0        |
| Claims Services  | 0          | 1          | 0                                  | 1         | 0           | 0        |
| Code Of Conduct  | 55         | 1          | 6                                  | 1         | 5           | 0        |
| Continued Operations Instrument (COI)                  | 0          | 2          | 0                                  | 0         | 0           | 0        |
| Monthly Report   | 19         | 3          | 0                                  | 0         | 0           | 0        |
| Public Interest Commitments (PIC)                      | 0          | 6          | 0                                  | 6         | 0           | 0        |
| Registration Restrictions Dispute Resolution Procedure | 2          | 5          | 2                                  | 6         | 0           | 0        |
| Registry Data Escrow                                   | 20         | 1          | 1                                  | 0         | 0           | 0        |
| Registry Fees  | 3          | 1          | 0                                  | 1         | 0           | 0        |
| Registry Other   | 7          | 12         | 7                                  | 4         | 0           | 0        |
| Reserved Names/Controlled Interruption                 | 5          | 8          | 2                                  | 5         | 0           | 0        |
| Service Level Agreement                                | 13         | 4          | 12                                 | 5         | 0           | 0        |
| Service Level Agreement Alerts                         | 14         | 4          | 0                                  | 2         | 0           | 2        |
| Uniform Rapid Suspension (URS)                         | 3          | 1          | 0                                  | 1         | 0           | 0        |
| Wildcard Prohibition                                   | 2          | 0          | 0                                  | 0         | 0           | 0        |
| Zone File Access                                       | 84         | 226        | 22                                 | 34        | 0           | 0        |
| <b>Total</b>   | <b>263</b> | <b>298</b> | <b>85</b>                          | <b>80</b> | <b>5</b>    | <b>2</b> |

# Registry Complaint Types and Top Closure Reasons (July – September 2018)



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

# Registry Complaint Types and Top Closure Reasons (July – September 2018)



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# ICANN Contractual Compliance

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

If you have any questions, email them to:

[compliance@icann.org](mailto:compliance@icann.org)

To learn more about the ICANN Contractual Compliance Quarterly Metrics, go to: [ICANN Contractual Compliance Quarterly Metrics Explanation](#).