



Contractual Compliance

Quarterly Metrics

2018 Quarter Four

October – December 2018

Contractual Compliance Metrics

1

Global
Metrics

2

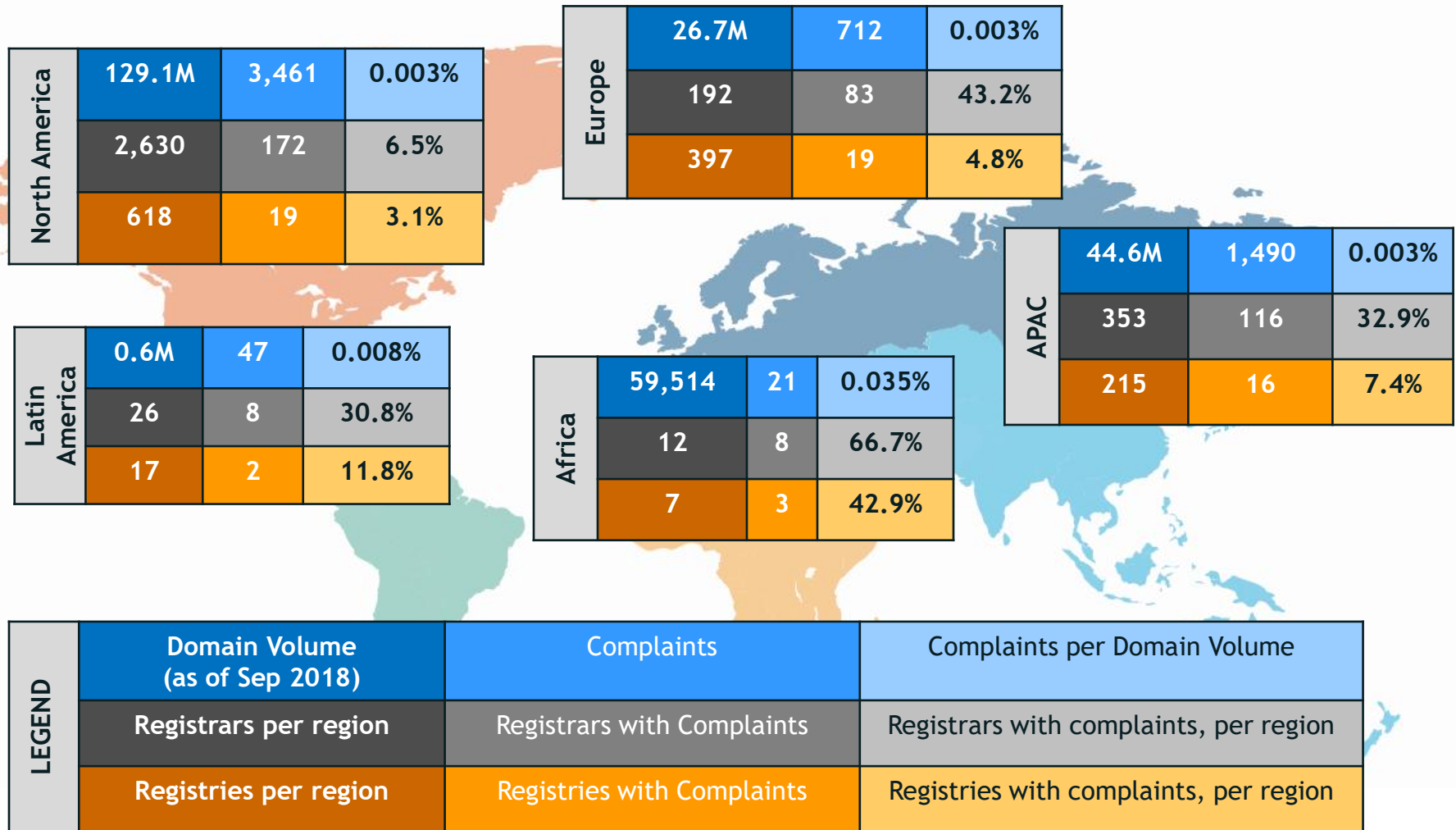
Registrar
Metrics

3

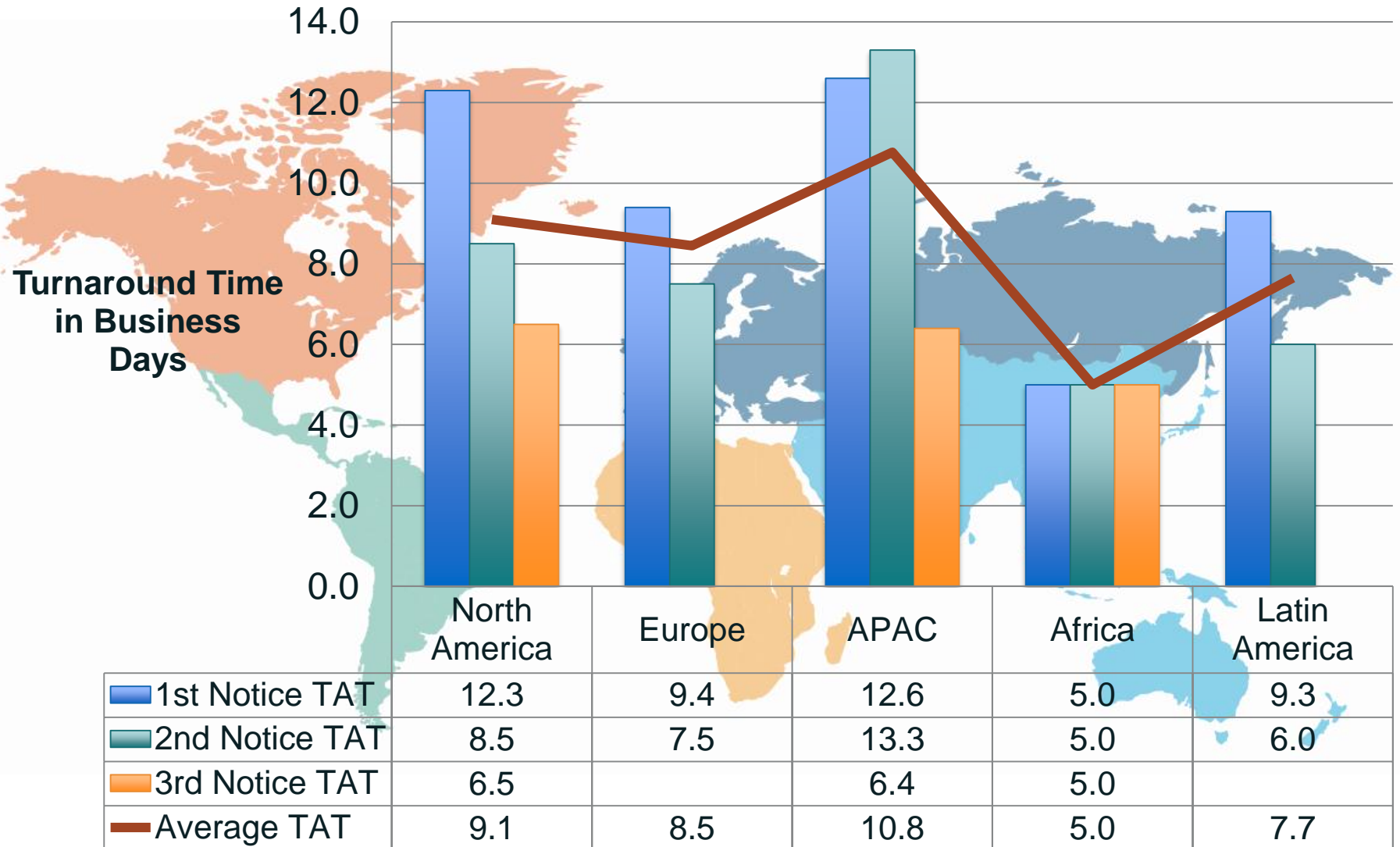
Registry
Metrics

Global Metrics

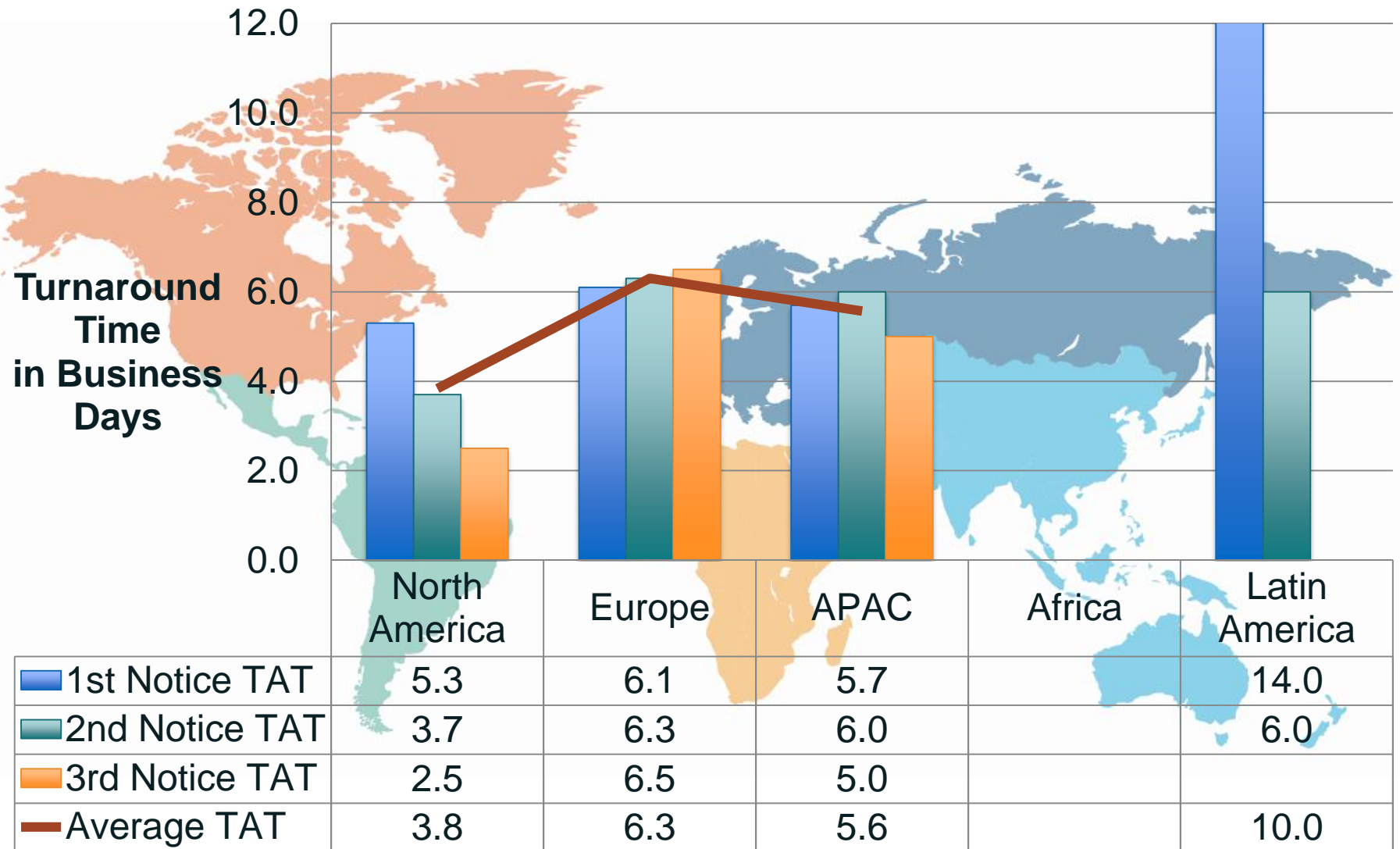
Registrar and Registry Complaints by Region (October – December 2018)



Regional Registrar Turnaround Time (October – December 2018)



Regional Registry Turnaround Time (October – December 2018)



Global Formal Notice Activity (October – December 2018)

Notices	Quantity
Breach	8
Non-Renewal	0
Suspension	0
Termination	3

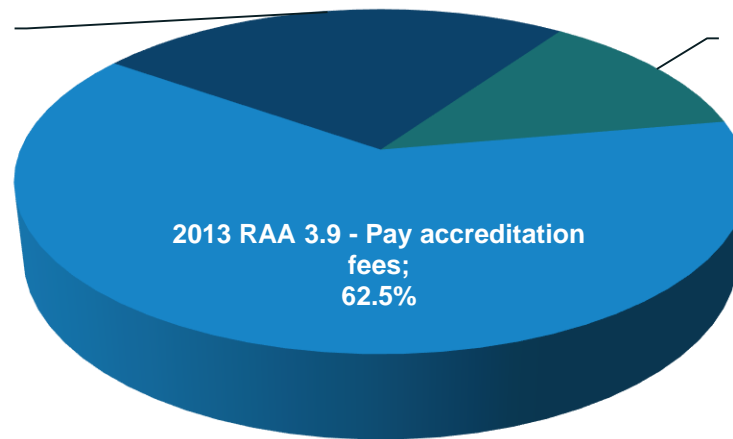
Breach Notice Reason	Quantity
Breach Notice Reasons	8
• Cured *	2
• Not Cured	6

* There were an additional 2 breach notices reasons that were sent in a previous period & **cured** in this period .

Breach Notice Reasons

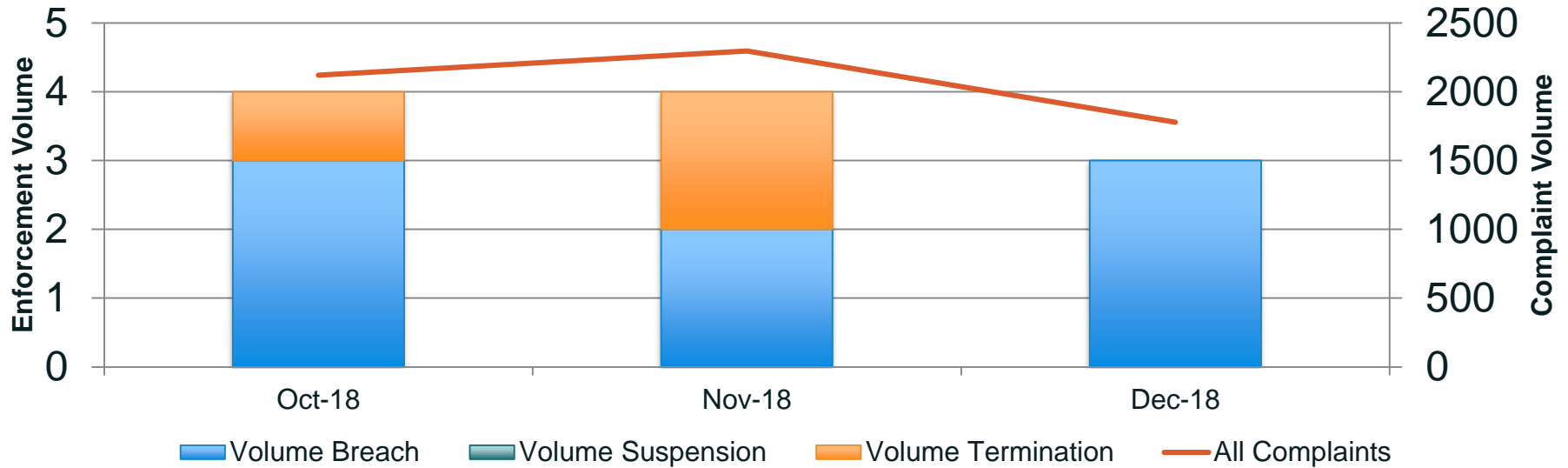
Base RA Article 6 - Pay past due fees;
25.0%

2013 RAA 3.6 - Escrow registration
data;
12.5%

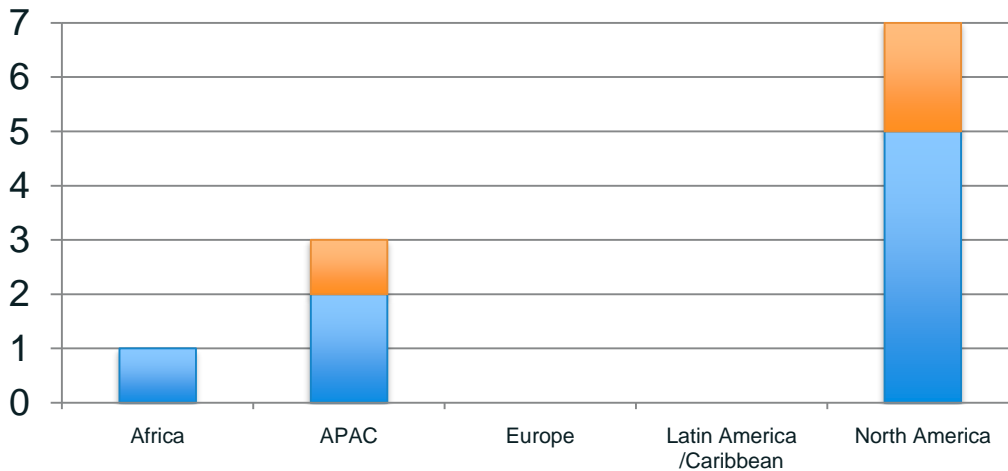


Disclaimer: Due to rounding, percentages may not always add up to 100%.

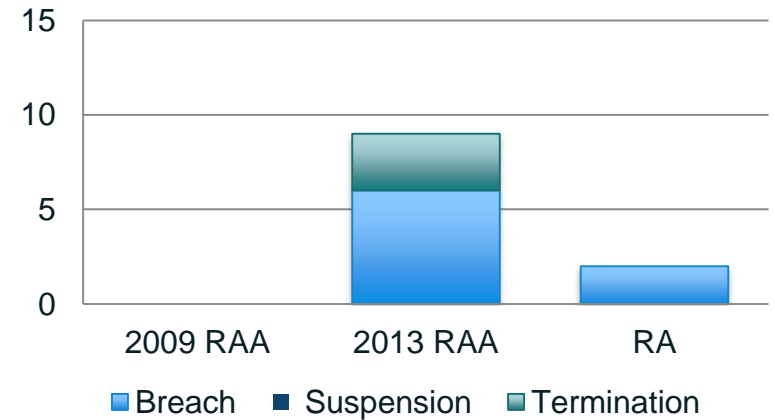
Global Formal Notice Trends (October – December 2018)



Region



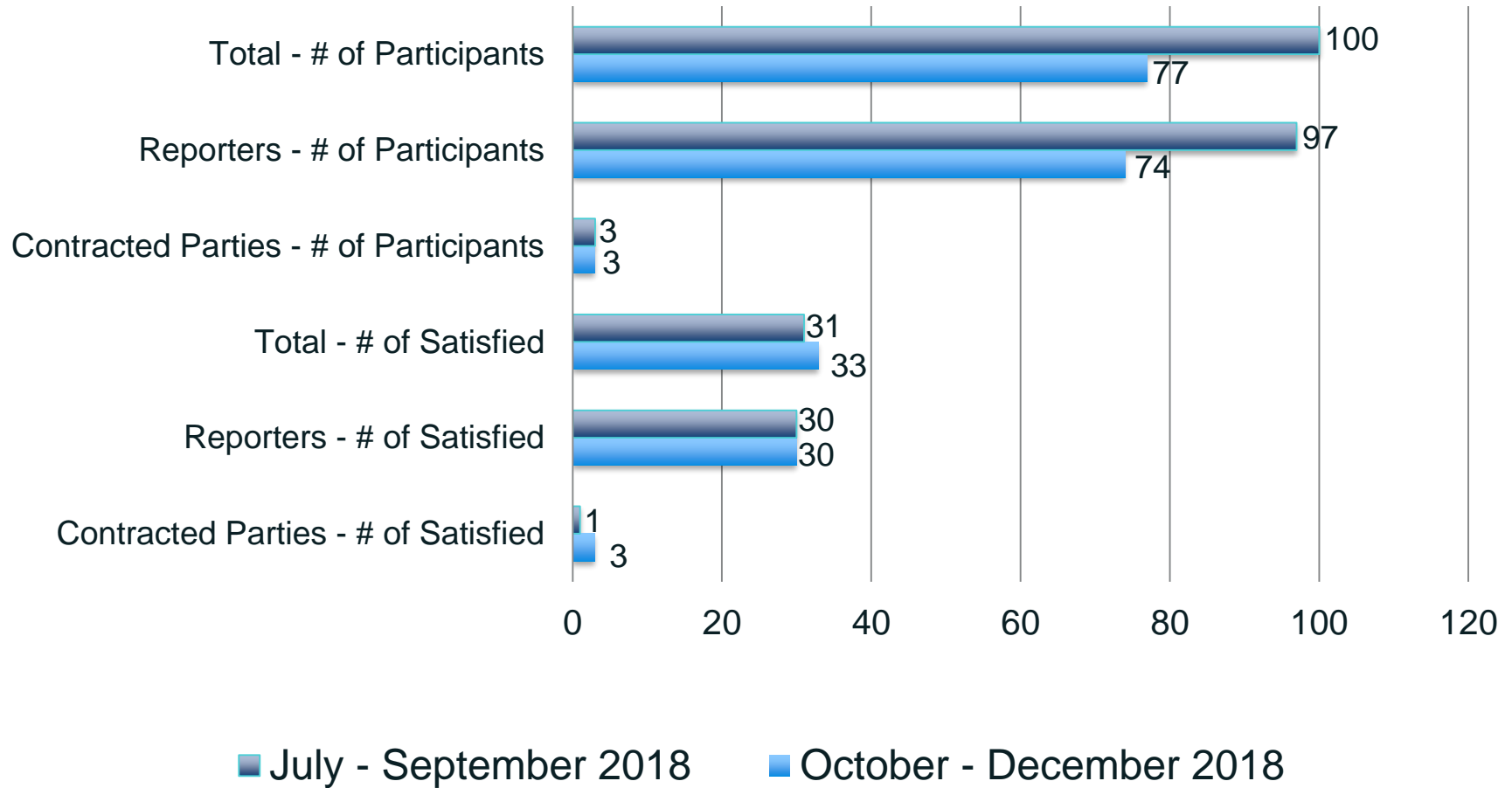
Contract Type



Complaint and Notice Volumes by Quarter

	Q3 2018 [Jul 18 – Sep 18]	Q4 2018 [Oct 18 – Dec 18]
	Complaint Volume	Complaint Volume
Registrar	11,911	6,046
Registry	298	145
Total New Complaints	12,209	6,191
	Complaints Closed	Complaints Closed
Volume Closed Before 1st Notice	7,398	4,415
Total Closed	8,793	5,648
	Formal Notices	Formal Notices
Notice of Breach	9	8
Contract Non-Renewal	0	0
Notice of Suspension	1	0
Notice of Termination	4	3

Satisfaction Survey Results

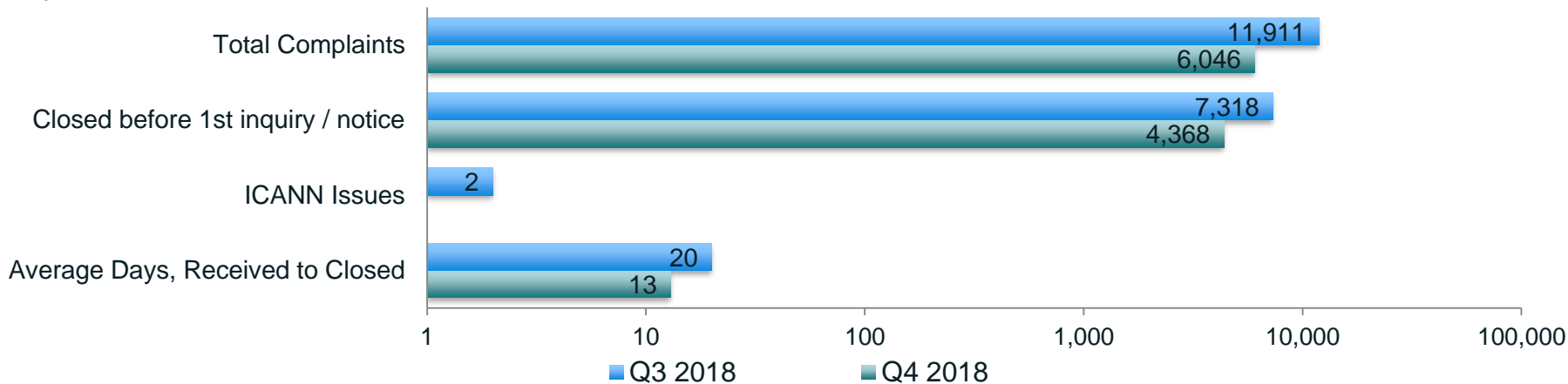


Registrar Metrics

Registrar Complaint Types in Detail

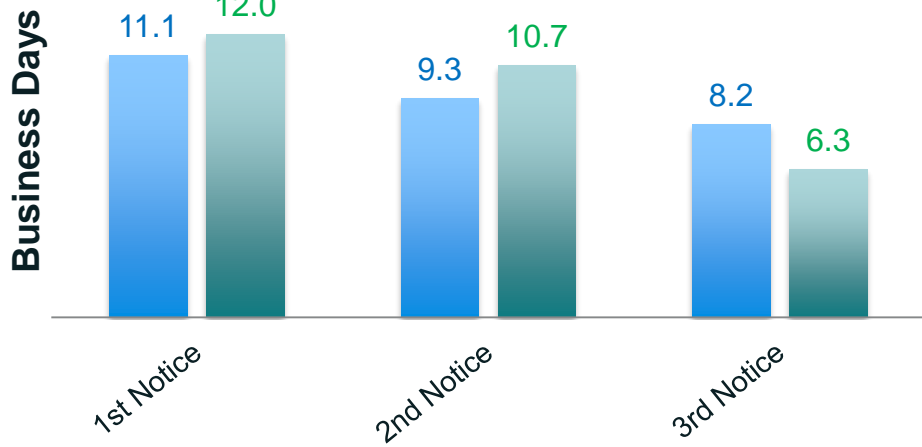
Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q3 2018	Q4 2018	Q3 2018	Q4 2018	Q3 2018	Q4 2018
Abuse	207	242	144	172	0	0
CEO Certification	0	0	0	0	0	0
Customer Service	72	43	61	43	0	0
Data Escrow	17	70	1	0	1	0
Domain Deletion	219	206	225	186	0	0
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	31	30	27	27	0	0
Domain Renewal	216	235	186	198	0	0
Failure To Notify	11	10	9	7	0	0
Fees	16	7	0	0	0	0
Privacy/Proxy	8	9	12	7	0	0
Registrar Contact	47	35	35	38	0	0
Registrar Information Specification (RIS)	34	6	33	8	0	0
Registrar Other	25	23	0	0	0	0
Reseller Agreement	1	2	0	0	0	0
Transfer	1107	877	1028	695	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	64	54	39	25	1	0
WHOIS Format	146	117	137	100	0	0
WHOIS Inaccuracy	9,436	3,860	5,160	2,671	0	0
WHOIS Quality Review	1	4	0	0	0	0
WHOIS Inaccuracy Bulk Submission	0	168	0	43	0	0
WHOIS Inaccuracy Individual submission	3,733	3,688	3,725	2,628	0	0
WHOIS Accuracy Reporting System (WHOIS ARS)	5,702	0	1,435	0	0	0
WHOIS Service Level Agreements	89	95	109	85	0	0
WHOIS Unavailable	165	125	112	106	0	0
Total	11,911	6,046	7,318	4,368	2	0

Registrar Complaint Volume and Turnaround Time (TAT)



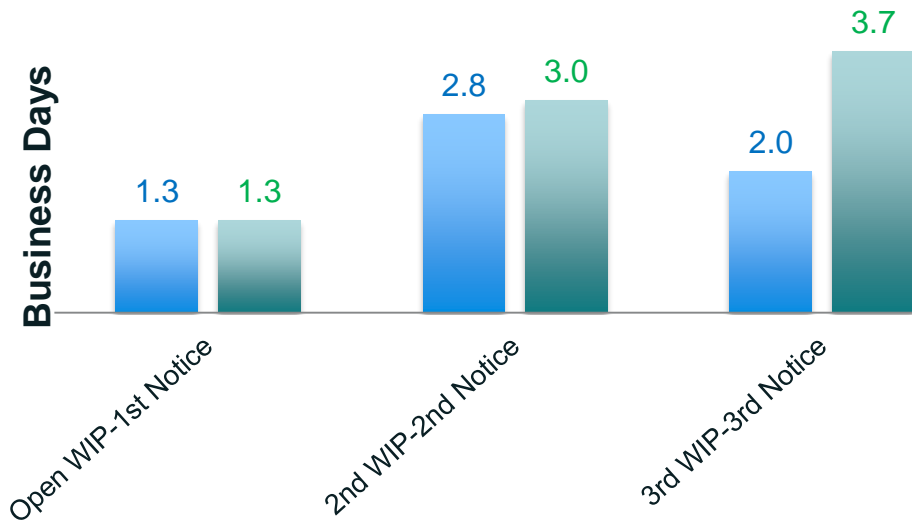
Registrar Average TAT

■ Q3 2018 ■ Q4 2018

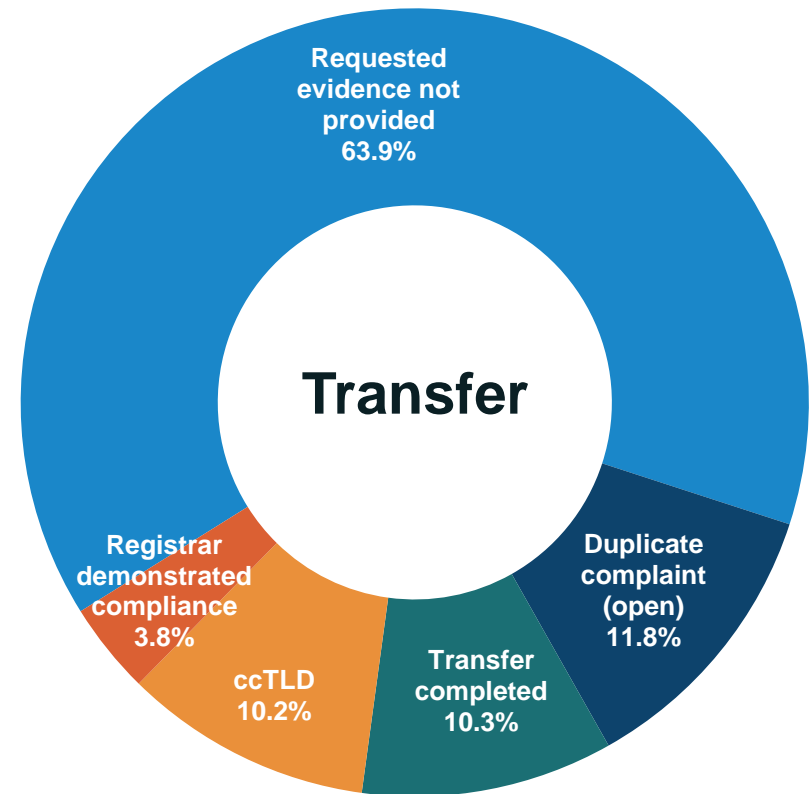
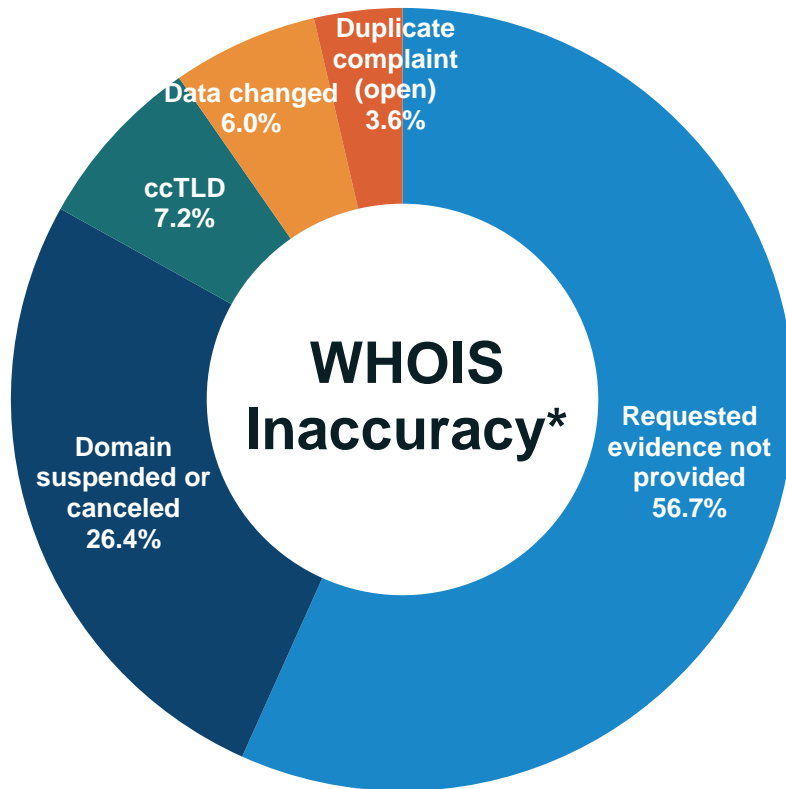


Staff Average TAT

■ Q3 2018 ■ Q4 2018



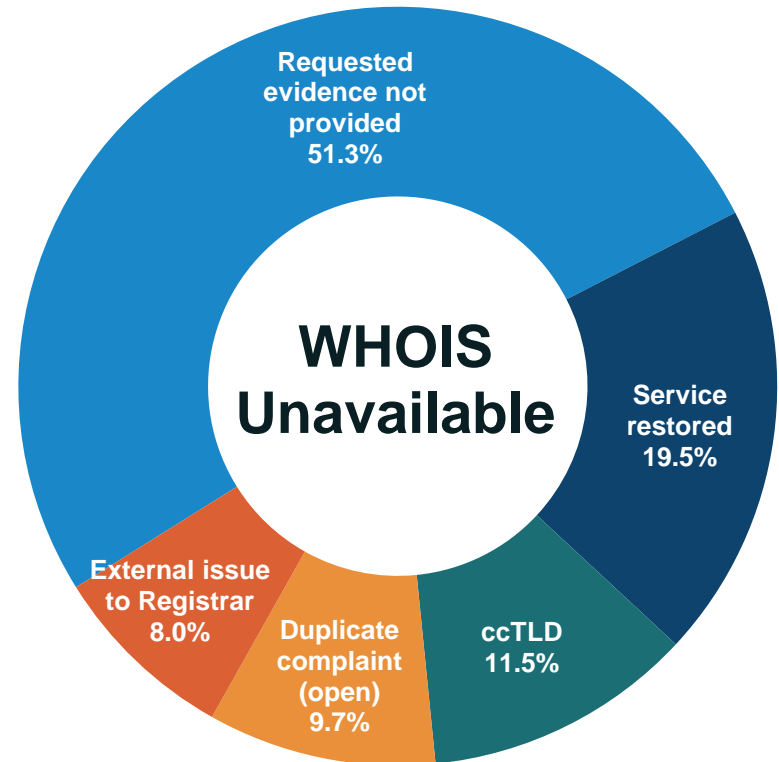
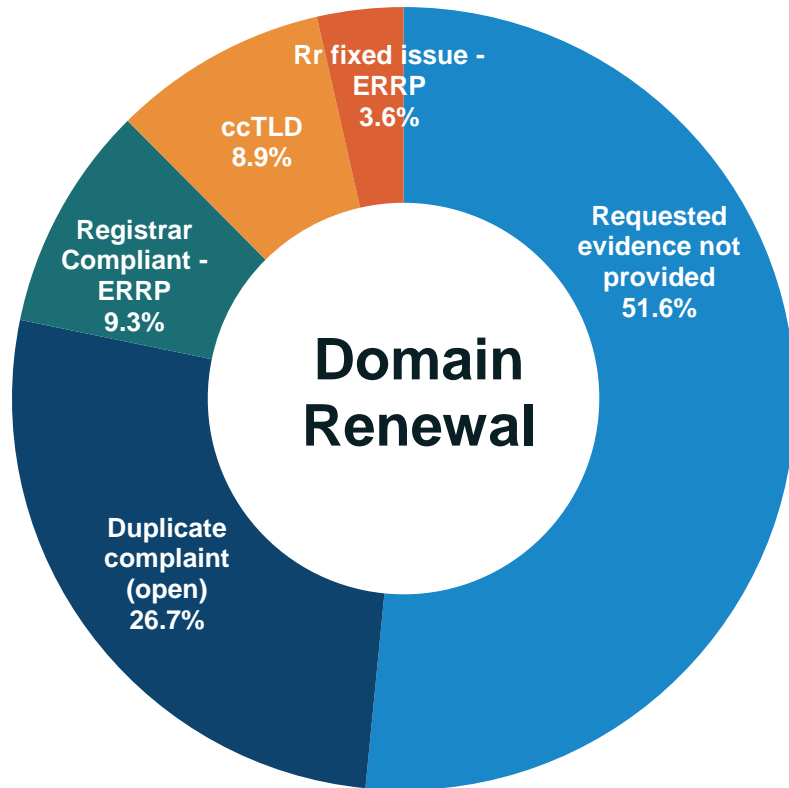
Registrar Complaint Types and Top Closure Reasons (October – December 2018)



* Does not include "WHOIS Accuracy Reporting System"

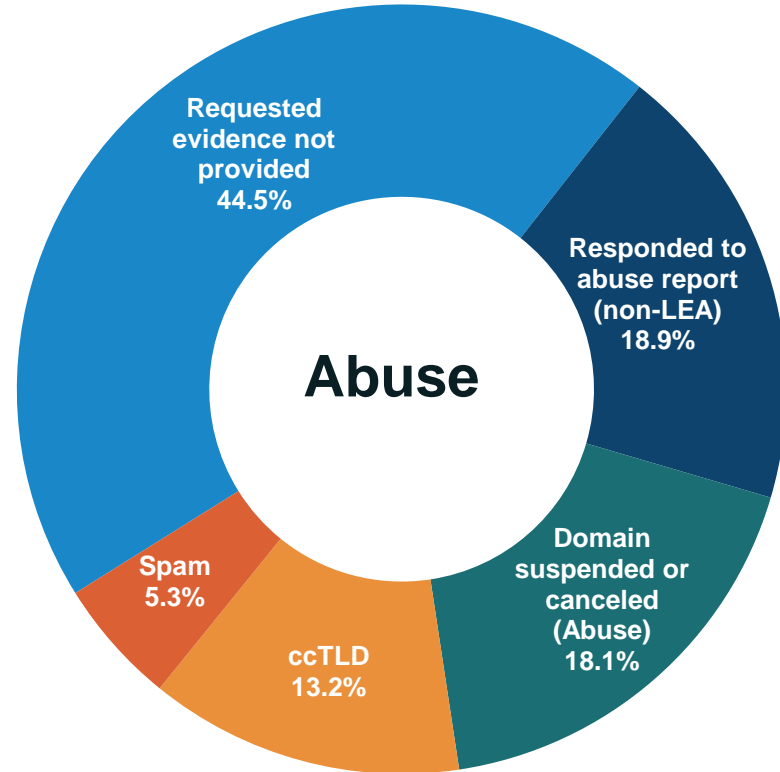
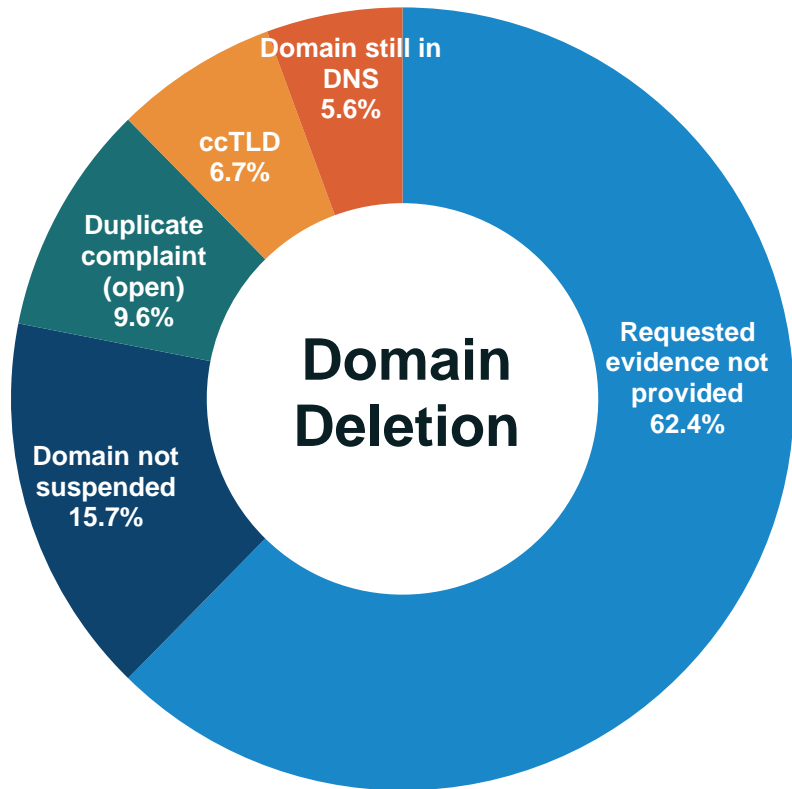
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Registrar Complaint Types and Top Closure Reasons (October – December 2018)



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Registrar Complaint Types and Top Closure Reasons (October – December 2018)



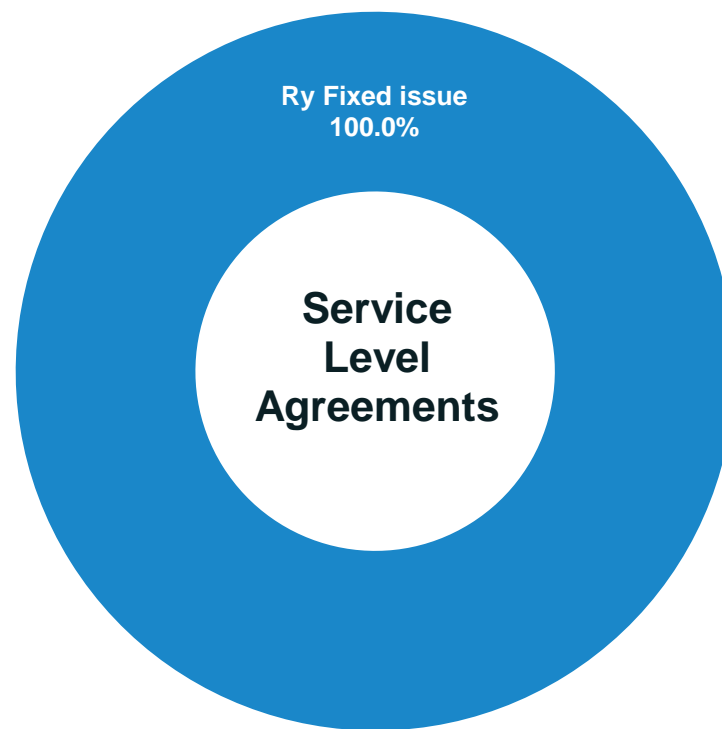
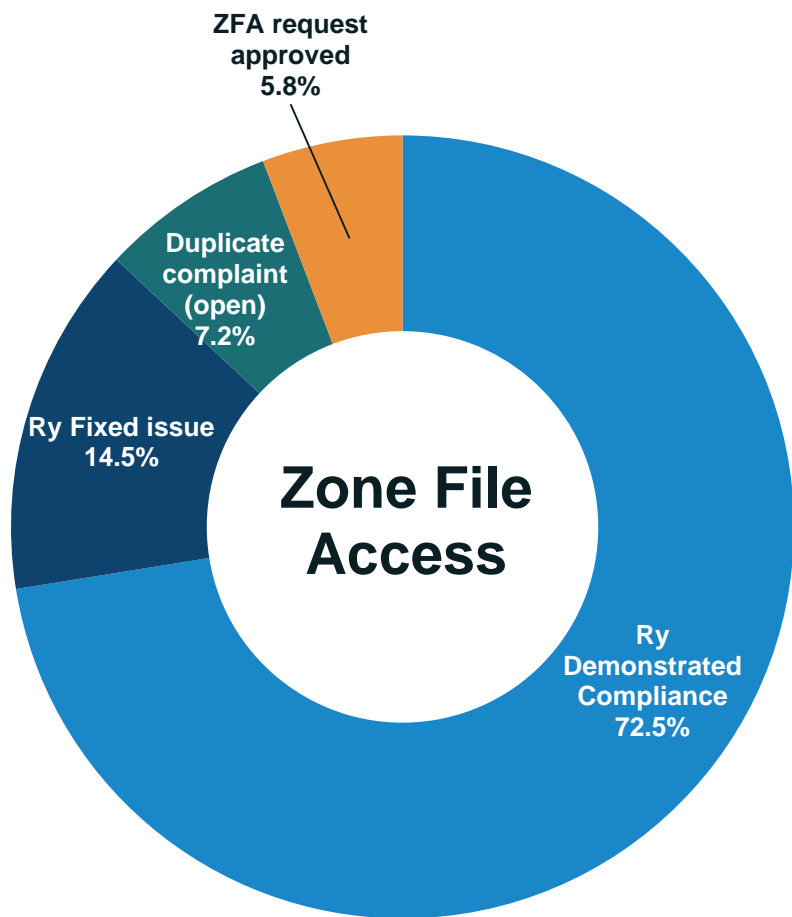
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Registry Metrics

Registry Complaint Types in Detail

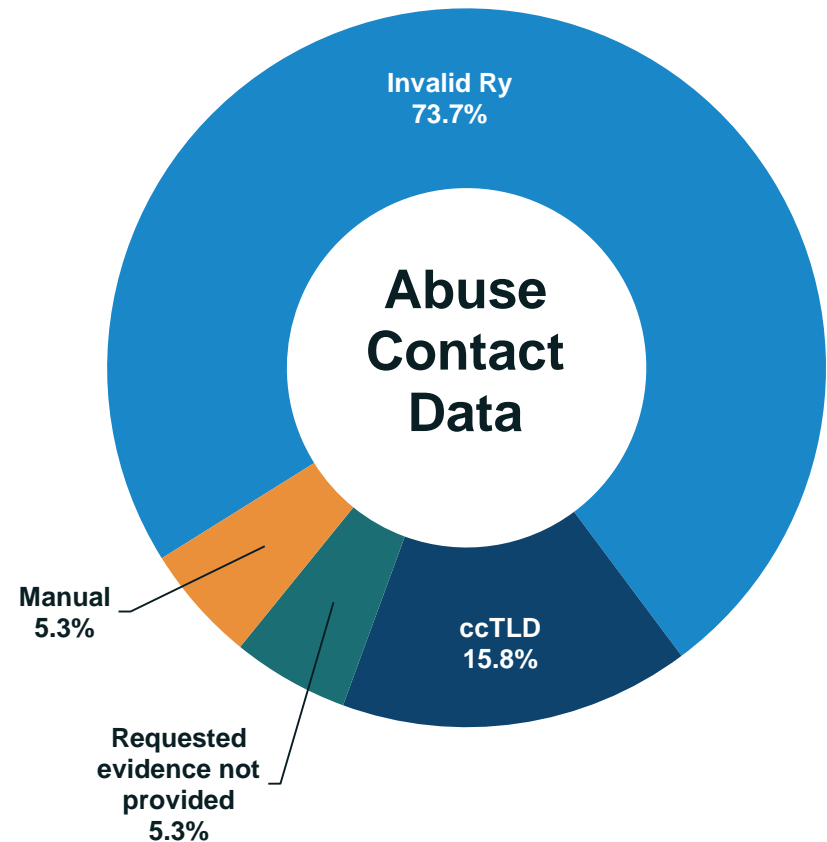
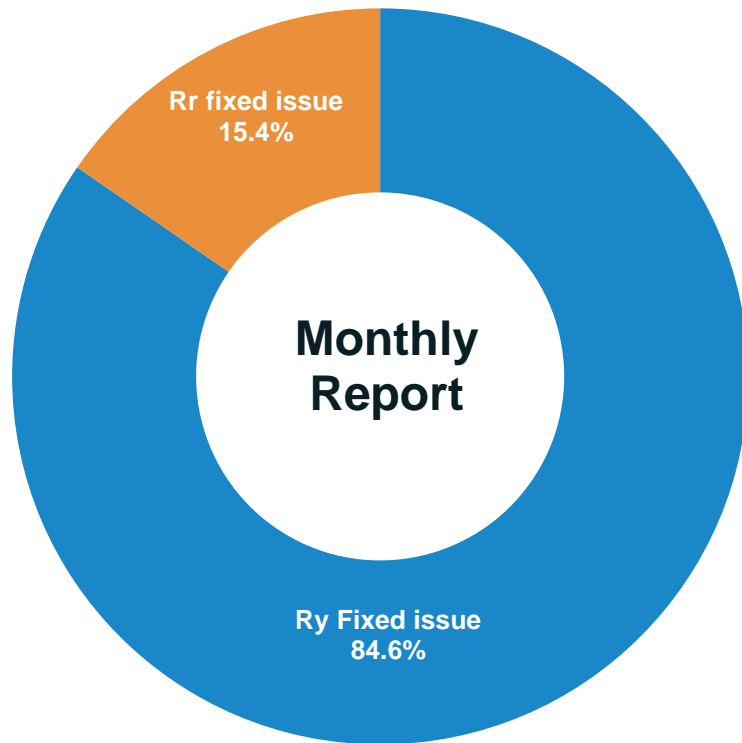
Registry Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q3 2018	Q4 2018	Q3 2018	Q4 2018	Q3 2018	Q4 2018
Abuse Contact Data	14	20	14	18	0	0
Bulk Registration Data Access	5	1	0	0	0	0
Bulk Zone File Access (ZFA)	4	0	0	0	0	0
Claims Services	1	2	1	2	0	0
Code Of Conduct	1	1	1	1	0	0
Continued Operations Instrument (COI)	2	0	0	0	0	0
Monthly Report	3	11	0	0	0	0
Public Interest Commitments (PIC)	6	2	6	2	0	0
Registration Restrictions Dispute Resolution Procedure	5	1	6	1	0	0
Registry Data Escrow	1	0	0	0	0	0
Registry Fees	1	4	1	0	0	0
Registry Other	12	7	4	6	0	0
Reserved Names/Controlled Interruption	8	4	5	4	0	1
Service Level Agreement	4	2	5	1	0	0
Service Level Agreement Alerts	4	16	2	0	2	0
Uniform Rapid Suspension (URS)	1	1	1	1	0	0
Wildcard Prohibition	0	1	0	1	0	0
Zone File Access	226	72	34	10	0	0
Total	298	145	80	47	2	1

Registry Complaint Types and Top Closure Reasons (October – December 2018)



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Registry Complaint Types and Top Closure Reasons (October – December 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](#).