

<http://www.icann.org/en/resources/compliance>

Table of Contents¹

- [General Update](#)
- [Audit Program Update](#)
- [Complaints Handling and Enforcement Summary](#)

General Update

ICANN's 53rd Public Meeting in Buenos Aires, 22 – 25 June 2015

Read about the Contractual Compliance ICANN 53 activities and outreach sessions at this link <https://www.icann.org/resources/compliance/outreach>.

Systems Update

In the second quarter of 2015, the Contractual Compliance system efforts focused on additional system improvements, including:

- (1) Integrate compliance@icann.org into complaint processing system – this integration will improve the tracking, follow-up, and follow through for the correspondence received at the compliance@icann.org email address.
- (2) Improve Whois lookup for thick Whois gTLDs.
- (3) Finalize registrar weekly file of open (and recently closed) tickets – this file will provide visibility to the contracted party of open and recently closed tickets. To request a weekly file please email registrar@icann.org.
- (4) Additional speed/automation improvements – including parsing script optimization and template automation.

Registrar Update

Whois Accuracy Reporting System (ARS)

During the second quarter, the Contractual Compliance team completed the Whois ARS Compliance Pilot, shared lessons learned with the Whois ARS team and provided an update at ICANN 53 during the [24 June 2015 Contractual Compliance Program Update](#). Additional information is available in the ICANN 53 presentation [Next Steps for WHOIS Accuracy](#).

¹ This update is provided for information purposes only. Please do not rely on the information contained within this update to make conclusions or business decisions.

Privacy & Proxy Services Accreditation Issues (PPSAI) Working Group

During this quarter, the Contractual Compliance team contributed to ICANN staff feedback on the PPSAI Working Group's Initial Report. The feedback focused on impact to the Compliance process and determining compliance. The team also attended the ICANN 53 session for the Working Group, and will provide additional feedback as requested.

2013 RAA Whois Accuracy Program Specification Review

The Contractual Compliance team also provided staff feedback for the review of the Whois Accuracy Program Specification (WAPS) of the 2013 RAA. The feedback focused on defining the terms "verification" and "validation" and obtaining guidance on "manual verification." This feedback was based on lessons learned by Compliance from processing tens of thousands of Whois Inaccuracy Complaints under WAPS, and numerous outreach activities with registrars and the ICANN community.

Registry Update**New Registry Agreement Compliance**

During this quarter, ICANN continued to monitor registry operator's compliance with the obligations of the new Registry Agreement (RA). ICANN processed compliance notices and inquiries related to the publication of registry operators' abuse contact data, data escrow deposits, controlled interruption, Sunrise and Claims obligations, publication of registration data, Service Level Agreements (SLA), the Uniform Rapid Suspension System (URS) and zone file access for third parties, among others.

Public Interest Commitment Dispute Resolution Standing Panel Update

Contractual Compliance, in collaboration with ICANN's Registry Services team, finalized the process of selecting and on-boarding the four new members of the Public Interest Commitments Dispute Resolution Procedure Standing Panel. The PICDRP Standing Panel now consists of seven individuals. Please refer to this link to learn more about the panelists

<https://www.icann.org/resources/pages/picdrp-2014-01-09-en>.

The Monthly Dashboard can be found at <https://features.icann.org/compliance>.

Audit Program Update**New Registry Agreement Audit Update**

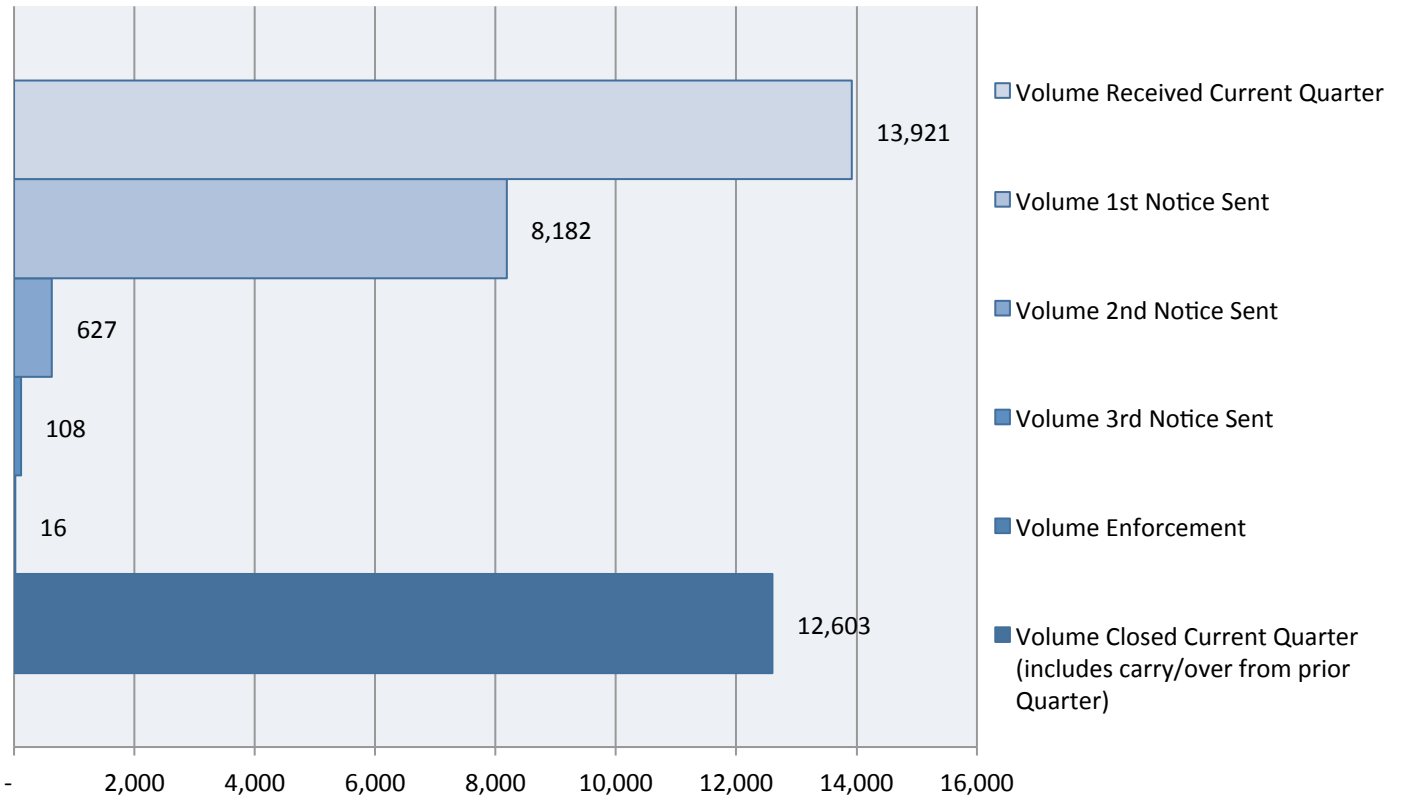
The New Registry Agreement audit program round that was launched on 23 March 2015 completed the audit phase. Audit reports, with initial findings, were sent to the Registry Operators for review and follow-up with ICANN per Contractual Compliance process. The remediation phase is now in progress.

Year Three of the Three-Year Audit Program

The Year Three Audit Program completed the remediation phase. Registrars provided the remaining documentation and took corrective actions to address the deficiencies. Three Registrars failed to complete the remediation phase and received a Notice of Termination. For detailed audit report, please visit <https://www.icann.org/resources/pages/compliance-reports-2014-2015-01-30-en>

Complaints Handling and Enforcement Summary

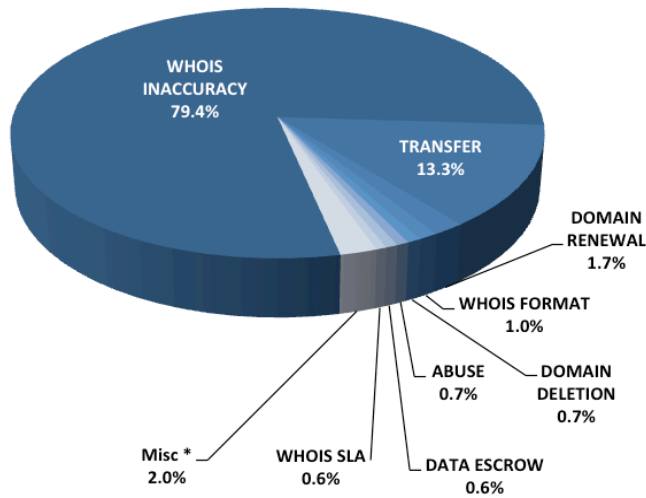
**Complaint Volume per Notification Cycle
April - June 2015**



- **Volume Received Current Quarter** = tickets submitted in current quarter
- **Volume Closed before 1st Inquiry / Notice Sent** = number tickets closed before 1st Inquiry / Notice was sent in current quarter
- **Volume 1st Inquiry / Notice Sent** = number tickets where 1st Inquiry / Notice was sent in current quarter
- **Volume 2nd Inquiry / Notice Sent** = number tickets where 2nd Inquiry / Notice was sent in current quarter
- **Volume 3rd Inquiry / Notice Sent** = number tickets where 3rd Inquiry / Notice was sent in current quarter
- **Volume Enforcement** = number enforcement notices sent in current quarter
- **Volume Closed** = number tickets closed in current quarter

Registrar - Volume Received Current Quarter **Apr-Jun 2015**

Complaint Distribution

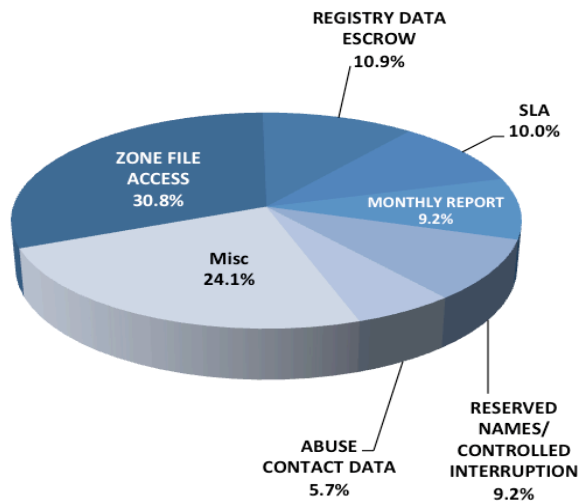


Complaints

Type	Quantity Received	Closed before 1 st Inquiry / Notice
ABUSE	89	56
CEO CERTIFICATION	1	1
CUSTOMER SERVICE	47	38
DATA ESCROW	87	0
DNSSEC, IDN, IPV6	2	2
DOMAIN DELETION	100	89
DOMAIN RENEWAL	228	114
FAILURE TO NOTIFY	5	4
FEES	33	0
PRIVACY/PROXY	14	12
REGISTRAR CONTACT	28	17
REGISTRAR INFO SPEC	17	17
REGISTRAR OTHER	8	0
RESELLER AGREEMENT	3	0
TRANSFER	1801	929
UDRP	58	42
WHOIS FORMAT	141	108
WHOIS INACCURACY	10728	3996
WHOIS SLA	75	71
WHOIS UNAVAILABLE	54	27
Total Complaints Processed		13,519
Total Complaints Closed		12,193
Total Closed before 1st Inquiry / Notice		5,523

Registry - Volume Received Current Quarter **Apr-Jun 2015**

Complaint Distribution



Complaints

Type	Quantity	Closed before 1 st Inquiry / Notice
ABUSE CONTACT DATA	23	9
BANKRUPTCY	0	2
BRDA	13	1
BULK ZFA	1	0
CLAIMS SERVICES	1	1
CODE OF CONDUCT	4	5
MISCONDUCT	1	0
MONTHLY REPORT	37	1
PIC	5	5
REGISTRY DATA ESCROW	44	0
REGISTRY FEES	23	1
REGISTRY OTHER	13	11
RESERVED NAMES/CONTROLLED INTERRUPTION	37	15
RR-DRP	2	2
SLA	40	13
SUNRISE	23	5
URS	11	10
ZONE FILE ACCESS	124	26
Total Complaints Processed		402
Total Complaints Closed		410
Total Closed before 1st Inquiry / Notice		107

ENFORCEMENT ACTIVITY for JUNE					
SENT DATE	DUE DATE	REGISTRAR	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
2-Jun-15	23-Jun-15	Catalog.com	Breach	Cure Period Extended Until 26 June 2015; Cure Period Extended Until 7 July 2015	Maintain and provide communication records (RAA 3.4.2/3)
					Validate and verify Whois contact information (RAA/WAPS 1, 2, 4)
					Display link to ICANN's Registrant Educational Information (RAA 3.16)
					Publish on website name and position of officers (RAA 3.17/RIS 17)
					Publish on website correspondence address (RAA 3.17/RIS 7)
					Publish on website email address for abuse reports (RAA 3.18.1)
					Publish on website description of procedures for the receipt and tracking of abuse reports (RAA 3.18.3)
					Provide Whois Services (RAA 3.3.1)
					Publish on website link to Registrants' Benefits and Responsibilities Specification (RAA 3.7.10)
					Display renewal/redemption fees (ERRP 4.1)
					Display correct ICANN Logo on website (RAA Logo License Appendix)
4-Jun-15	25-Jun-15	Internet Solutions (Pty) Ltd.	Breach	Cure Period Extended Until 9 July 2015	Pay accreditation fees (RAA 3.9)
					Display renewal/redemption fees (ERRP 4.1)
					Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
					Publish on website auto-renew and deletion policy (RAA 3.7.5.5)
8-Jun-15	29-Jun-15	Virtucom Networks S.A.	Breach	Cure Period Extended Until 9 July 2015	Pay accreditation fees (RAA 3.9)
					Display renewal/redemption fees (ERRP 4.1)
					Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
					Publish on website auto-renew and deletion policy (RAA 3.7.5.5)
11-Jun-15	2-Jul-15	Virtual Registrar, Inc.	Breach	Cure Period Extended Until 9 July 2015	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
					Maintain and provide communication records (RAA 3.4.2/3)
					Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
					Provide Whois Services (RAA 3.3.1)
					Escrow registration data (RAA 3.6)

					Publish on website auto-renew and deletion policy (RAA 3.7.5.5) Communicate contact data changes (RAA 5.11) Display renewal/redemption fees (ERRP 4.1) Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2) Display correct ICANN Logo on website (RAA Logo License Appendix)
15-Jun-15	6-Jul-15	USA Intra Corp.	Breach		Maintain current commercial general liability insurance (RAA 3.10) Communicate contact data changes (RAA 5.11) Pay accreditation fees (RAA 3.9)
23-Jun-15		OpenTLD B.V	<i>Suspension</i>	<i>Suspension period: 8-Jul-15 to 6-Oct-15</i>	Not engaging in a pattern and practice of trafficking in or use of domain names identical or confusingly similar to trademark or service mark (RAA 5.5.2.4)

ENFORCEMENT ACTIVITIES from PRIOR MONTHS

SENT DATE	DUE DATE	REGISTRAR	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
20-Apr-15	11-May-15	Webagentur.at Internet Services GmbH d/b/a domainname.at	Breach	Breaches cured	Provide documents and information to ICANN (RAA 3.15) Maintain and provide communication records (RAA 3.4.2/3) Provide Whois Services (RAA 3.3.1) Publish on website name and position of officers (RAA 3.17 and RIS) Publish on website description of procedures for the receipt and tracking of abuse reports (RAA 3.18.3) Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
29-Apr-15	20-May-15	Mister Name SARL	Breach	Cure Period Extended Until 3 June 2015; Breaches cured	Respond to audits (RAA 3.14) Maintain and provide communication records (RAA 3.4.2/3)
8-May-15	1-Jun-15	Name 2 Host, Inc. dba name2host.com	Breach	Data and Documents Under Review by ICANN	Respond to audits (RAA 3.14) Maintain and provide communication records (RAA 3.4.2/3) Link to ICANN's registrant rights & responsibilities website (RAA 3.15) Display accurate contact details (RAA 3.16) Communicate contact data changes (RAA 5.11) Display renewal/redemption fees (ERRP 4.1)

					Pay accreditation fees (RAA 3.9)
18-May-15		Homestead Limited dba Namevault.com	Termination	<i>Effective date: 5 June 2015</i>	Cure breaches of the RAA within 21 days (5.5.4 RAA)
20-Jan-15	10-Feb-15	Net 4 India Limited	Breach	Data and Documents Under Review by ICANN; Cure Period Extended Until 6 May 2015; Data and Documents Under Review by ICANN; Cure Period Extended Until 19 May 2015; Breaches Cured	Provide domain name data in the specified response format (RAA-RDDS 1.4)
					Maintain and provide records related to abuse reports (RAA 3.18.3)
					Display correct ICANN Logo on website (RAA Logo License Appendix)
5-Mar-15	26-Mar-15	Mister Name SARL	Breach	Cure Period Extended Until 7 April 2015; Data and Documents Under Review by ICANN; Cure Period Extended Until 30 April 2015; Breaches Cured	Escrow registration data (RAA 3.6)
					Provide Whois Services (RAA 3.3.1)
					Pay accreditation fees (RAA 3.9)
17-Mar-15	7-Apr-15	OpenTLD B.V.	Breach	Data and Documents Under Review by ICANN; Cure Period Extended Until 15 April 2015; Cure Period Extended Until 29 April 2015; Data and Documents Under Review by ICANN; Cure Period Extended Until 6 May 2015; Breaches Cured	Complete and provide Compliance Certificate (RAA 3.15)
					Display correct ICANN Logo on website (RAA Logo License Appendix)
					Escrow registration data (RAA 3.6)
					Pay accreditation fees (RAA 3.9)
30-Mar-15	20-Apr-15	Everyones Internet, Ltd. dba SoftLayer	Breach	Data and Documents Under Review by ICANN; Cure Period Extended Until 30 April 2015; Data and Documents Under Review by ICANN; Cure Period Extended Until 7 May 2015; Breaches Cured	Maintain and provide communication records (RAA 3.4.2/3)
					Link to ICANN's registrant rights and responsibilities website (RAA 3.15)
					Display renewal/redemption fees (ERRP 4.1)
					Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
3-Apr-15	24-Apr-15	Homestead Limited dba Namevault.com	Breach	Cure Period Extended Until 13 May 201; <i>Escalated to Termination</i>	Maintain and provide communication records (RAA 3.4.2/3)
					Pay accreditation fees (RAA 3.9)
3-Apr-15		Homestead Limited dba Namevault.com	<i>Suspension</i>	<i>Effective: 21 April 2015 to 20 July 2015; Escalated to Termination</i>	Receiving three Notices of Breach within a twelve-month period (RAA 5.5.6)
20-Apr-15	11-May-15	Webagentur.at Internet Services GmbH d/b/a domainname.at	Breach	Data and Documents Under Review by ICANN; Cure Period Extended Until 19 May 2015; Data and Documents Under Review; Cure Period Extended Until 29 May 2015	Provide documents and information to ICANN (RAA 3.15)
					Maintain and provide communication records (RAA 3.4.2/3)
					Provide Whois Services (RAA 3.3.1)
					Publish on website name and position of officers (RAA 3.17 and RIS)

					<p>Publish on website description of procedures for the receipt and tracking of abuse reports (RAA 3.18.3)</p> <p>Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)</p>
29-Apr-15	20-May-15	Mister Name SARL	Breach	Cure Period Extended Until 27 May 2015; Data and Documents Under Review by ICANN; Cure Period Extended Until 3 June 2015	<p>Respond to audits (RAA 3.14)</p> <p>Maintain and provide communication records (RAA 3.4.2/3)</p>