

Compliance Email Subject Lines

Subject Line for Contracted Parties Compliance Emails

While we continuously add new functionality to the Naming Services portal (NSp), [ICANN's Contractual Compliance approach and process](#) will not change with the migration of compliance cases to the new portal.

The format of the subject line of the notices/inquiries will not greatly differ from the current process. A few subject line examples for compliance notices/inquiries sent through the Naming Services portal (NSp) are listed below. The subject line includes the compliance status, complaint type, registrar's name and IANA ID or registry's name and TLD, case number, and the reference number thread which allows responses to be linked to the corresponding case within the portal.

Email subject line examples:

ICANN 1st Inquiry re:Abuse [Registrar Name] (00) Case Number 00123456 [ref:_00AA11bCdE._222FGHI3kL:ref]

ICANN 2nd Notice re:Registration Data Inaccuracy [Registrar Name] (00) Case Number 00123456 [ref:_00AA11bCdE._222FGHI3kL:ref]

ICANN 1st Notice re: Reserved Names [Registry Operator Name] (TLD) Case Number 00123456 [ref:_00D1F5CIs._5002F5hdQ1:ref]

ICANN 3rd Notice re: URS [Registry Operator Name] (TLD) Case Number 00123456 [ref:_00D1F5CIs._5002F5hdQ1:ref]

Additionally, with the latest NSp release the four complaint type names will be modified as shown below.

| New Name | Former Name |
|--|-------------------------------------|
| Domain Suspension | Domain Deletion |
| Generic Registrar | Registrar Other |
| Generic Registry | Registry Other |
| Registration Data Inaccuracy/Format/Down | WHOIS Inaccuracy/Format/Unavailable |

Please note that no change to the records and information requested to demonstrate compliance for these complaint types will occur, only the complaint types name will change.

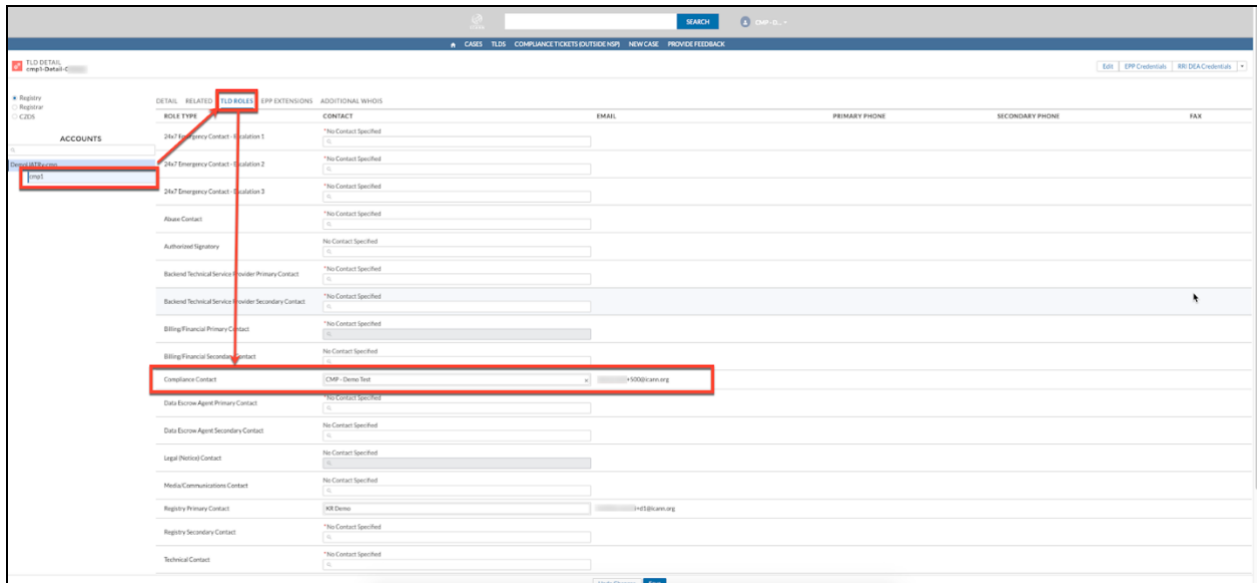
Registries NSp View

Registry Operators Compliance Contact Email in the Naming Services portal

Note that once NSp for Compliance is launched, new notifications will continue to be sent to the compliance role in the portal. Third notices and above will continue to include the Primary Contacts and the Legal Contact.

How do you view the compliance role in the Naming Services portal?

1. Log onto the Naming Services portal, <https://portal.icann.org/>
2. On the left side, click on the TLD name under the corresponding account.
3. Under the TLD Detail view, click on the TLD Roles tab.
4. Scroll down to see the "Compliance Contact".
5. If you want to make a change, click on the "x" in the box for the contact.
6. Type the name of the contact you want to add.
 - a. If the contact comes up, click save.
 - b. If the contact does not come up, create a general inquiry case and state that you want to change the compliance role and ensure you include a contact name, email and phone number for that role.



Registrars NSp View

Registrar Compliance Contact Email in the Naming Services portal

When the Naming Services portal for registrars was launched, a new compliance role contact type was created. At that time, ICANN placed the Primary Contact email address in that role. When the NSp for compliance launches, first and second inquiries/notices will be sent to this compliance role email. Third inquiries/notices and above will continue to include the Primary Contacts in NSp. Therefore, we ask that you confirm that the Compliance Contact email address is the correct email for your compliance cases.

How do you view the compliance role in the Naming Services portal?

1. Log onto the Naming Services portal, <https://portal.icann.org/>
2. On the left side, click on the registrar/IANA number.
3. Under the IANA Detail view, click on the IANA Roles tab.
4. Scroll down to see the "Compliance Contact".
5. If you want to make a change, click on the "x" in the box for the contact.
6. Type the name of the contact you want to add.
 - a. If the contact comes up, click save.

If the contact does not come up, email globalsupport@icann.org from your primary contact email address and state that you want to change the compliance role and ensure you include a contact name, email and phone number for that role.

