WHAT IS A CONTRACTUAL COMPLIANCE COMPLAINT?

ICANN

THE KEY PLAYERS

Internet Corporation for Assigned Names and Numbers (ICANN) helps coordinate the world's Internet system of unique identifiers.

example.com

Type in a web address. The identifiers, ICANN helps coordinate, allow your browser to get to the right place.

Registries and Registrars
To make sure you get to the correct Internet address, ICANN has contracts with domain name registering companies (Registrars) and organizations responsible for operating Top-Level domains longer than two characters (Registries) around the world.

Contractual Compliance
Contracts are enforced through Contractual Compliance. The mission is to preserve the security, stability and resiliency of the Domain Name System and to promote consumer trust through prevention, transparency and enforcement.

Domain Name Holders
When someone has a complaint about a domain name, a registrar or registry, Contractual Compliance is often the first stop to try and resolve the complaint. Its online complaint filing system is easy to use and most users can expect a resolution within 17 days of filing.

COMMON COMPLAINTS HANDLED BY ICANN

- **Domain name transfer issues** related to unauthorized transfers or unsuccessful transfer requests
- **Domain name renewal issues** related to fees, renewal reminders or redemptions
- **Domain name registration information issues** related to incorrect WHOIS data or access to WHOIS data
- **Registry Codes of conduct issues** related to registry violation such as providing more favorable treatment to some registrars

HOW DO YOU FILE A COMPLAINT?

- File a complaint online at **www.icann.org/compliance**
- Ensure it is filed correctly
- ICANN works with the registering organization to resolve the issue
- Complete a customer satisfaction survey to help ICANN continuously improve its customer service

COMPLAINTS HANDLED BY OTHER ORGANIZATIONS

- **Malware** – malicious code that includes worms and viruses
- **Phishing** – an illegal attempt to steal confidential information by pretending to be a trustworthy entity in electronic communication
- **Private Disputes** – this includes breach of contract, libel and customer service disputes
- **Web Hosting** - various services, hardware and software for data storage
- **Spam** – unwanted or unsolicited electronic communication
- **Website Content** – the text, visuals and sounds users experience on a website

WHO DO YOU CONTACT?

- The website address registering company
- Law enforcement
- Government agencies
- Web hosting companies
- An Attorney
- If the registering company fails to comply with abuse reports requirements, contact **Contractual Compliance**

For more information, visit us at:
icann.org/compliance

To get in touch with us, email:
compliance@icann.org