

Contractual Compliance Report

For the Period of 1–30 April 2024

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KEY HIGHLIGHTS FOR APRIL 2024

- Continued reviewing responses and documentation received from the 62 registrars selected for the audit launched in February 2024.
- Received 1,720 new complaints and forwarded more than 288 notifications to contracted parties (CPs) during investigations into compliance with numerous requirements across ICANN policies and agreements.
- Participated in the webinar “ICANN Compliance Essentials: What You Need to Know” for Central Europe and the Baltics and participated in the Middle East Domain Name System (DNS) Forum in Rabat, Morocco.
- Continued providing contractual compliance input to different policy and working groups.

OVERVIEW OF ACTIVITY

Audit Program

In February, the Contractual Compliance Audit team launched a new registrar audit round. The audit is focused on validating registrars' compliance with multiple terms of the 2013 version of the Registrar Accreditation Agreement (RAA) and the ICANN Temporary and Consensus Policies. Sixty-two (62) registrars were selected for the audit.

As of the end of April, 59 registrars have submitted complete audit responses and documentation. One registrar has been referred to enforcement for nonresponsiveness. The audits of two registrars have been postponed until the next audit round. ICANN Compliance is currently reviewing submitted audit responses and documentation. Once reviewed, ICANN Compliance will issue confidential Initial Audit Reports to each registrar.

Contractual Compliance Enforcement

All notices can be found [on the dedicated page](#).

Notices of Breach

No new notices of breach were issued in April 2024. The Compliance team continued working on the review of records and information related to breach notices issued in the prior months.

Notices of Suspension/Terminations

No new notices of suspension or termination were issued in April 2024.

Enforcement Notices Escalated to the ICANN Legal Team (Mediation)

The ICANN Legal team received no new escalations.

Compliance Matters Related to Registrars and Registry Operators

In April, Contractual Compliance received 1,720 new complaints (1,651 against registrars and 69 against registry operators (ROs)) and sent 288 inquiries and notices (collectively, referred to as “compliance notifications”) to CPs. The number 288 refers to the first, second, and third compliance notifications and does not account for notifications sent to request clarification or additional evidence following a CP's response.

Most notifications sent to registrars addressed obligations related to DNS abuse and other types of abuse, transfer, and registrar data escrow. Most notifications sent to ROs addressed obligations related to registry zone file access and monthly reports. During April, the Contractual Compliance team closed 1,711 complaints without contacting a single CP.

Examples of complaints closed without contacting a single CP include instances in which the complainant:

- Failed to respond to ICANN Contractual Compliance’s request for evidence.
- Complained about a domain registered in a country code top-level domain.
- Submitted a duplicate complaint either before resolution of the original complaint or about an issue that was already resolved at the time the complaint was reviewed (e.g., the domain is subject to a pending WHOIS inaccuracy complaint).

In all cases, the Contractual Compliance team educated complainants on ICANN’s authority and, where appropriate, suggested alternative venues for addressing complaints.

Compliance Monthly Dashboard and Trend Reporting

Click the links below to view the dashboard and reporting trends for April 2024:

- [Contractual Compliance 2024 Monthly Dashboards](#)
- [Contractual Compliance Twelve-Month Trends Reporting](#)

Enforcement of the Temporary Specification for Generic Top-Level Domain (gTLD) Registration Data via the Interim Registration Data Policy

In April, the Contractual Compliance team continued to process compliance inquiries related to the Temporary Specification. The team initiated eight new inquiries concerning reasonable access to nonpublic registration data (Section 4.1, Appendix A). In addition, the Contractual Compliance team continued addressing the previously submitted cases currently under remediation or pending further responses and collaborations. The team also continued educating complainants on Temporary Specification requirements for out-of-scope or invalid complaints. Examples include when complainants believe registration data, which is redacted per the Temporary Specification, is “missing” from the public WHOIS, or privacy, or proxy service data are redactions, or that all non-European data should be displayed, etc.

In April, the Contractual Compliance team continued:

- Providing contractual compliance input for implementation of the expedited policy development process (EPDP) on the Temporary Specification Phase 1 recommendations.
- Attending Board Caucus calls concerning EPDP and the European Union’s General Data Protection Regulation, and Data Protection and Privacy.
- Providing complaint metrics concerning alleged violations of the Temporary Specification and compliance notices or inquiries sent and closed during the month.
- Providing input on contractual requirements for third-party access to nonpublic registration data under current requirements and future policy recommendations, as it relates to the Registration Data Request Service.

Registration Data Access Protocol Implementation (RDAP)

In April, the Contractual Compliance team continued processing service-related compliance notifications for the RDAP. From October 2019 to April 2024, the Contractual Compliance team processed notifications with respect to the implementation of the RDAP service and registration of base Uniform Resource Locators (URLs). Current information indicates that all ROs have registered URLs, while 24 registrars have not yet uploaded their URLs to the Naming Services portal. In addition, the team initiated new compliance cases related to CPs conformance with RDAP Response Profiles and Technical Service Guide requirements. The Contractual Compliance team continues to collaborate with CPs that have not yet implemented RDAP or whose RDAP implementation does not conform with the requirements, as well as those that

have presented remediation measures to become compliant. These CPs are requested to provide regular updates on their open compliance cases regarding their progress towards remediation. There is no indication that any registrars or ROs have ceased to operate WHOIS services.

Policy and Working Group Efforts

The Contractual Compliance team collaborated across the ICANN organization (org) on assessing the multiple recommendations produced by policy development, implementation, and review teams. The following activities took place:

- Participated in the ICANN org's feedback group tasked with reviewing the first batch of stable recommendations for the EPDP on Internationalized Domain Names.
- Continued providing contractual compliance input for implementation of the EPDP on the Temporary Specification for gTLD Registration Data Phase 1 recommendations.
- Continued providing contractual compliance input on the Second Security, Stability, and Resiliency Review Team recommendations.
- Continued providing contractual compliance inputs and clarifications to address the PDP Working Group's questions raised during the review of Transfer Policy Review – Group 1(b) topics relating to Change of Registrant.

Outreach

On Thursday, 18 April 2024, the Contractual Compliance team, in collaboration with the GSE Europe team, attended the webinar "ICANN Compliance Essentials: What You Need to Know" for Central Europe and the Baltics. The session provided an overview of ICANN's Contractual Compliance program, detailing how ICANN ensures that registrars and registries fulfill their obligations under the RAA and Registry Agreements.

The webinar covered the role and responsibilities of ICANN's Contractual Compliance program, including mechanisms for monitoring, reviewing complaints and processes, and implementing enforcement actions. Twenty-six attendees from all over Europe participated and asked questions. The team shared details from metrics regarding complaints, highlighting the types of complaints received and common compliance issues. During the webinar, the team also shared tips on how to submit complaints to ICANN Compliance and details of its processes and scope, as well as information about policy support and community engagement activities.

On 24–25 April 2024, the Contractual Compliance team attended the Middle East DNS Forum in Rabat, Morocco. The team participated in the panel "Navigating the Intersection between IP Rights and Domain Name Dispute" and provided an overview of the requirements that ICANN Contractual Compliance enforces regarding the Uniform Domain Name Dispute Resolution Policy (UDRP).

The team highlighted common UDRP-related complaints, including failures to timely respond to verification requests, lock domains subject to UDRP, prevent domain expiration during UDRP disputes, implement UDRP decisions, and communicate these decisions to all parties. The team also shared detailed metrics with regard to complaints received related to UDRP requirements. During the panel discussion, several key questions were addressed, such as which requirements ICANN Contractual Compliance enforces, why ICANN only enforces UDRP requirements for gTLDs, what role the ICANN org plays in the UDRP, and what actions should be taken if a domain name is hijacked.

To learn more about ICANN's Contractual Compliance work, please visit:
<https://www.icann.org/resources/pages/compliance-2012-02-25-en>

Notices:
<https://www.icann.org/compliance/notices>



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