General Guidance to Overall Compliance Approach

An **Inquiry** may be sent for (i) Information gathering, (ii) there is no known compliance violation, or (iii) proactive compliance monitoring effort. Non-response to inquiry may result in a notice.

A **Notice** may be sent regarding an alleged area of noncompliance

An **Escalated Notice** applies to compliance matters that require immediate resolution or are a repeated matter of a recently cured breach.

**Informal Resolution Process Clarification:**

1. Follow up inquiry or notice vs. advancing to next phase:
   - ICANN will generally send a follow up for:
     - Insufficient response received before due date and time remains
     - Insufficient response received and ICANN delay in responding
     - Extension requested by contracted party
     - Clarification needed from contracted party (rather than additional information)
   - ICANN will advance to next phase for:
     - No response from contracted party
     - Insufficient response received on due date

2. To avoid advancing to next notice:
   - Respond to compliance inquiries and notices no later than the deadline
   - As early as possible to allow for collaboration on insufficient responses

3. Inquiry or Notice Deadlines are generated on UTC time
   - Due dates advance at 00:00 UTC
   - Staff processing 5 x 24 across 3 global hubs
   - Notices sent same day may have with different deadlines

* For registry enforcement mechanisms outside of Compliance process, please refer to relevant registry agreement.