Contractual Compliance
Whois Compliance Efforts
WHOIS Related Compliance Efforts

Proactive Approach

- Improved reporting and breakdown of WHOIS Inaccuracy monthly dashboard
- On-going outreach activities with contracted parties
  - On site outreach sessions in Seoul, Korea and China with contracted parties, [https://www.icann.org/resources/compliance/outreach](https://www.icann.org/resources/compliance/outreach)
  - Outreach via conference calls
- Monitoring and reviews based on systemic issues identified via complaints received or community concerns
- Remediation reviews to test and validate past remediation efforts
- On-going Audit activities that include WHOIS related reviews
Additional metrics on WHOIS
Global Formal Notice Activity (Feb 2016 – Sep 2016)

<table>
<thead>
<tr>
<th>Notices</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breach</td>
<td>16</td>
</tr>
<tr>
<td>Non-Renewal</td>
<td>0</td>
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<tr>
<td>Suspension</td>
<td>2</td>
</tr>
<tr>
<td>Termination</td>
<td>2</td>
</tr>
</tbody>
</table>

**Breach Notice Reasons**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Qty</th>
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</thead>
<tbody>
<tr>
<td>Breach Notice Reasons</td>
<td>76</td>
</tr>
<tr>
<td>• Cured</td>
<td>57</td>
</tr>
<tr>
<td>• Not Cured</td>
<td>19</td>
</tr>
</tbody>
</table>

Disclaimer: Due to rounding, percentages may not always appear to add up to 100%.
WHOIS Related Metrics

Average Business Days Turn Around Time – Whois Inaccuracy

Registrar Complaints by Contract Year
Feb 2016 – Sep 2016

WHOIS INACCURACY*
2009 RAA: 2,147
2013 RAA: 17,539

WHOIS FORMAT
2009 RAA: 206
2013 RAA: 529

WHOIS SLA
2009 RAA: 53
2013 RAA: 73

WHOIS UNAVAILABLE
2009 RAA: 70
2013 RAA: 329

*Includes Whois Inaccuracy, Whois QR & Whois ARS
WHOIS Top Closure Reasons (Feb 2016 – Sep 2016)

**Whois Inaccuracy**
- Domain suspended or canceled: 55.8%
- Data changed: 10.8%
- Complainant's own domain name: 11.2%
- Requested evidence not provided: 13.8%
- Duplicate complaint (open): 8.5%

**Whois Format**
- Rr corrected format: 37.1%
- Website content: 12.8%
- Incomplete or broad - Rr: 13.4%
- Invalid TLD: 23.1%
- Customer service: 13.6%

**Whois Unavailable**
- Service restored: 60.3%
- Incomplete or broad - Rr: 11.9%
- Duplicate complaint (open): 10.1%
- Requested evidence not provided: 9.9%
- Rr compliant at submission: 7.8%

Disclaimer: Due to rounding, percentages may not always appear to add up to 100%.