

Registration Data Request Service (RDRS)

Requestor and Registrar Survey

Quarterly Report
Reporting period 28 Nov 2023 - 31 March 2024



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Introduction

ICANN launched the Registration Data Request Service (RDRS) on 28 November 2023 with the intention to operate the service for up to two years at the direction of the [ICANN Board](#). The purpose of the RDRS is 1) to collect system usage data and feedback to inform the future discussion between the Generic Names Supporting Organization (GNSO) Council and the ICANN Board on the currently paused Policy Recommendations outlined in the [Final Report](#) of the GNSO [Expedited Policy Development Process \(EPDP\) on the Temporary Specification for gTLD Registration Data Phase 2](#), and 2) to provide a cost-effective system that will simplify the process for submitting and receiving requests for nonpublic gTLD registration data for both the requestors and registrars.

This report, which will be published on a quarterly basis, provides requestor and registrar user satisfaction survey participation and response data, as [requested by the GNSO Council](#) and can be found on the [RDRS webpage on ICANN.org](#).

Survey Methods

To support participation in RDRS quarterly requestor surveys, survey links are sent to individual requestors within the body of the email notification a requestor receives from RDRS notifying them of a registrar's final response to each data disclosure request. Each requestor survey sent can be completed anytime during the RDRS proof of concept. This approach provides requestors the opportunity to provide feedback for each completed data request.

To capture registrar feedback, surveys are sent only to registrars who have processed a data request in RDRS within the quarterly reporting period. Registrars are notified in advance of the survey to encourage participation. Registrar surveys are open for three weeks. This targeted approach is intended to provide periodic and timely feedback that is informed by specific RDRS system usage experiences processing data disclosure requests.

Survey Summary Table

The table below gives a high-level summary of RDRS Survey Participation. Greater detail is provided further in this report. To view detail, click the corresponding link for each insight.

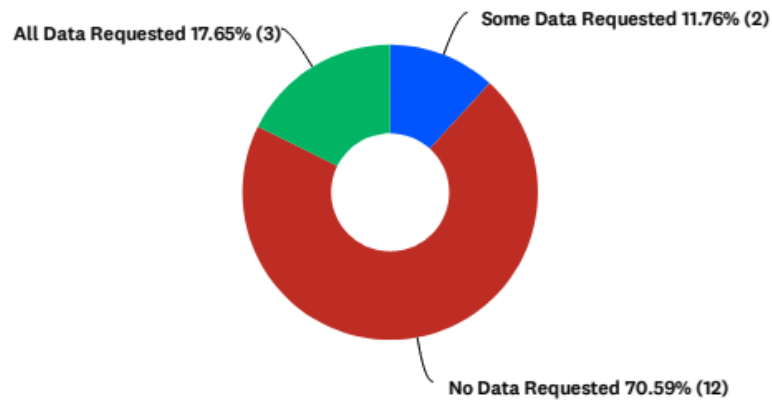
Survey Response Insights	Current Quarter	Total
Requestor Survey Participation Details - RDRS	See Below	
Number of requestor surveys sent	861	861
Number of surveys fully completed by requestors	17	17
Requestor survey response rate	1.97%	1.97%
Requestor - Survey Response Details	See Below	
Registrar Survey Participation Details	See Below	
Number of requestor surveys sent	29	29
Number of surveys fully completed by requestors	15	15
Requestor survey response rate	51.72 %	51.72 %
Registrar - Question Response Details	See Below	

Requestor Survey Participation Details

Requestor Survey Participation Details - RDRS	Current Quarter	Total
Number of requestor surveys sent	861	861
Number of surveys fully completed by requestors	17	17
Requestor survey response rate	1.97%	1.97%

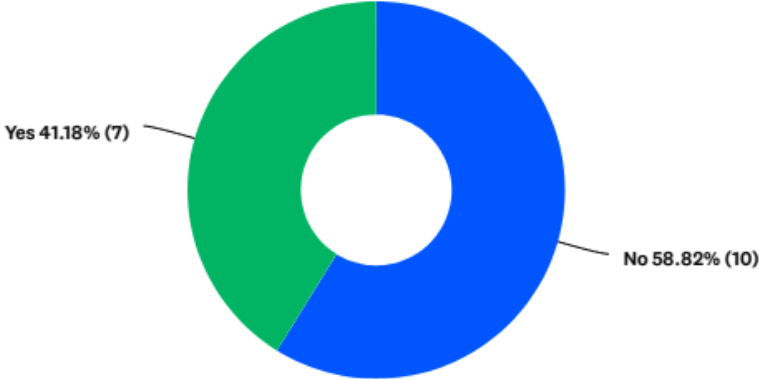
Requestor - Response Details

Requestor Q1: Did you receive the data that you requested through the Registration Data Request Service (RDRS)?



ANSWER CHOICES	RESPONSES	
Some Data Requested	11.76%	2
No Data Requested	70.59%	12
All Data Requested	17.65%	3
TOTAL		17

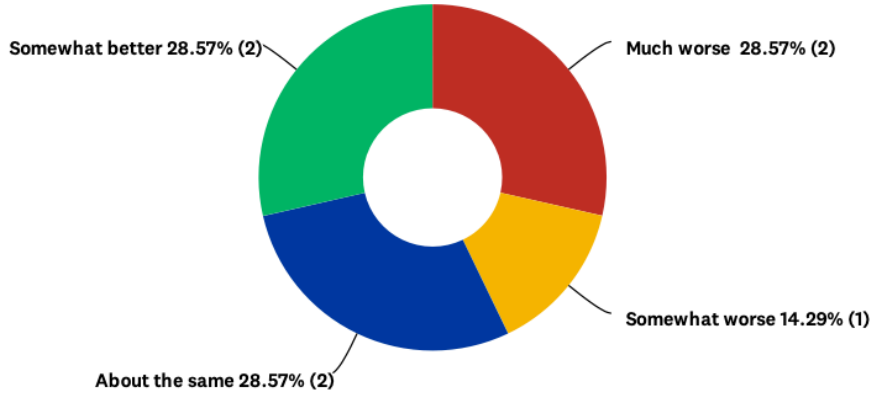
Requestor Q2: Have you requested nonpublic registration data outside of the RDRS in the past?



ANSWER CHOICES	RESPONSES	
No	58.82%	10
Yes	41.18%	7
TOTAL		17

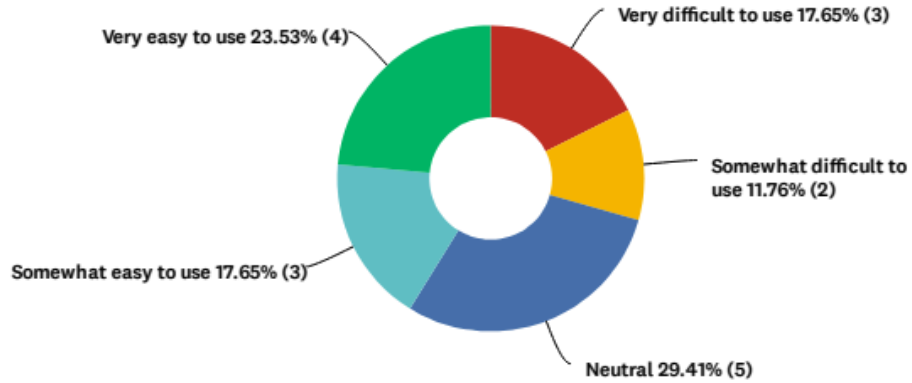
Requestor Q3: Did the RDRS make it worse, better, or about the same to request nonpublic registration data, compared to doing so without the RDRS?

Answered: 7 Skipped: 10



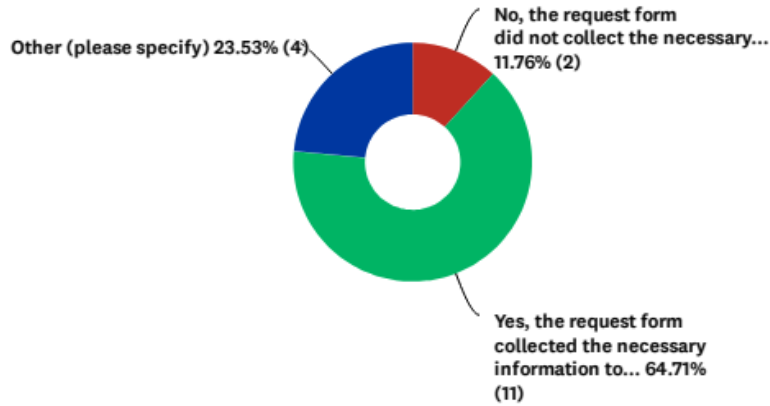
	MUCH WORSE	SOMEWHAT WORSE	ABOUT THE SAME	SOMEWHAT BETTER	MUCH BETTER	TOTAL	WEIGHTED AVERAGE
☆	28.57% 2	14.29% 1	28.57% 2	28.57% 2	0.00% 0	7	2.57

Requestor Q4: How would you describe the usability of the RDRS?



	VERY DIFFICULT TO USE	SOMEWHAT DIFFICULT TO USE	NEUTRAL	SOMEWHAT EASY TO USE	VERY EASY TO USE	TOTAL	WEIGHTED AVERAGE
☆	17.65% 3	11.76% 2	29.41% 5	17.65% 3	23.53% 4	17	3.18

Requestor Q5: Did the RDRS request form collect the necessary information to submit your request?



ANSWER CHOICES	RESPONSES	
No, the request form did not collect the necessary information to submit the request	11.76%	2
Yes, the request form collected the necessary information to submit the request	64.71%	11
Other (please specify)	23.53%	4
TOTAL		17

Summary of open text responses: Themes presented are based on the open text responses:

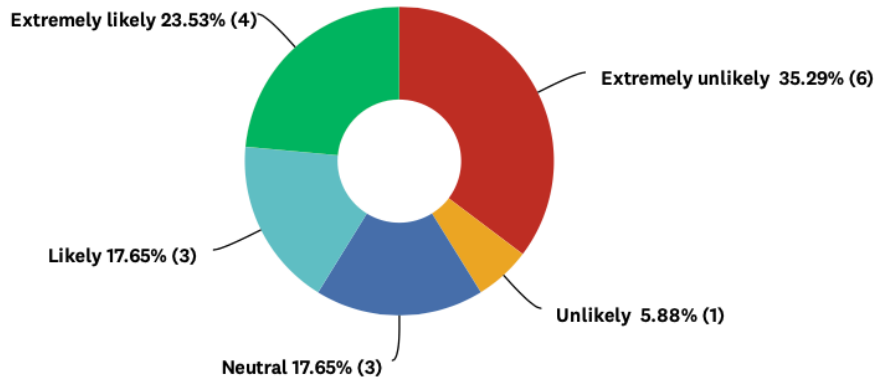
- The request form fails to ask the relevant questions and lacks guidance on the proper way to frame a request.
- The request form limits the evidence requestors can provide.
- The registrar requests for additional data are excessive and impede the ability to combat fraud.
- The process is too slow.

Requestor Q6: What additional information should be collected through the RDRS form to facilitate the ability to submit a request in the future?

Summary of open text responses:

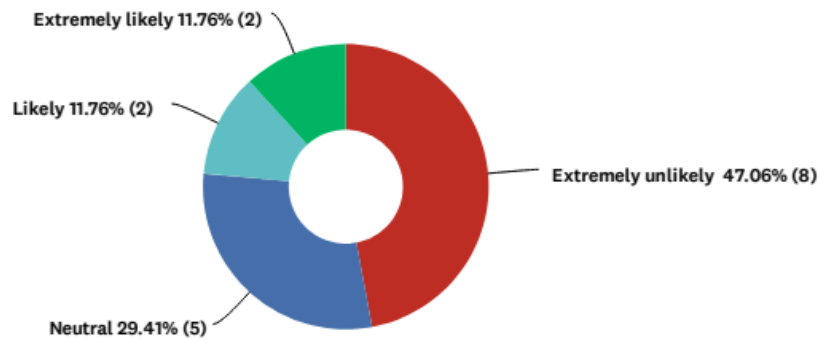
- Registrars should clarify what documentation is required to substantiate trademark rights when there is a strong suspicion of fraud.
- Provide more guidance on registrar data request requirement

Requestor Q7: If there is a need for nonpublic registration data, how likely or unlikely are you to use the RDRS again?



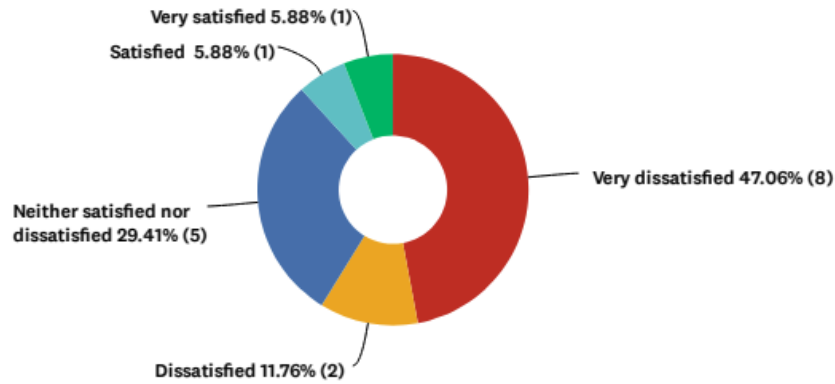
	EXTREMELY UNLIKELY	UNLIKELY	NEUTRAL	LIKELY	EXTREMELY LIKELY	TOTAL	WEIGHTED AVERAGE
☆	35.29%	5.88%	17.65%	17.65%	23.53%	17	2.88
	6	1	3	3	4		

Requestor Q8: How likely or unlikely are you to recommend the RDRS to others?



	EXTREMELY UNLIKELY	UNLIKELY	NEUTRAL	LIKELY	EXTREMELY LIKELY	TOTAL	WEIGHTED AVERAGE
☆	47.06%	0.00%	29.41%	11.76%	11.76%	17	2.41
	8	0	5	2	2		

Requestor Q9: Overall, how would you rate your experience with the RDRS?



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	47.06% 8	11.76% 2	29.41% 5	5.88% 1	5.88% 1	17	2.12

Requestor Q10: What factors contributed to your overall satisfaction or dissatisfaction?

Summary of open text responses:

- RDRS system is a great concept, is easy to use, and submitting a request is easy.
- Dissatisfaction with:
 - Denial of requests.
 - Speed of response.
 - Number of non-participating registrars.
- RDRS system does not seem to support intellectual property or fraud related disclosure requests.
- Confusion about closed requests, which are noted as publicly available when the registration is utilizing a proxy service.

Requestor Q11: Please share any additional feedback you would like to provide.

Summary of open text responses:

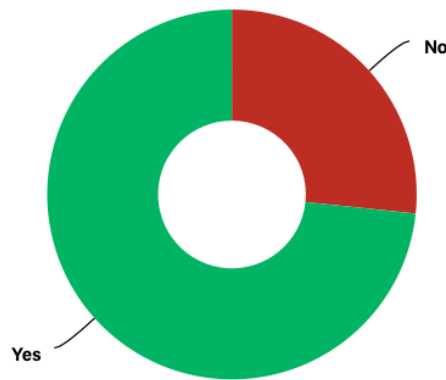
- RDRS is helpful for a first-time user.
- Did not find the system helpful.
- Non-participating registrars negatively impacted RDRS usability.
- Dissatisfied with the denial rate of requests.
- Process is too slow to prevent or reduce damage.
- Process has no verification of requestor credentials.

Registrar Survey Participation Details

Registrar Survey Participation Details - RDRS	Current Quarter	Total
Number of registrar surveys sent	29	29
Number of surveys fully completed by registrars	15	15
Registrar survey response rate	51.72 %	51.72 %

Registrar - Question Response Details

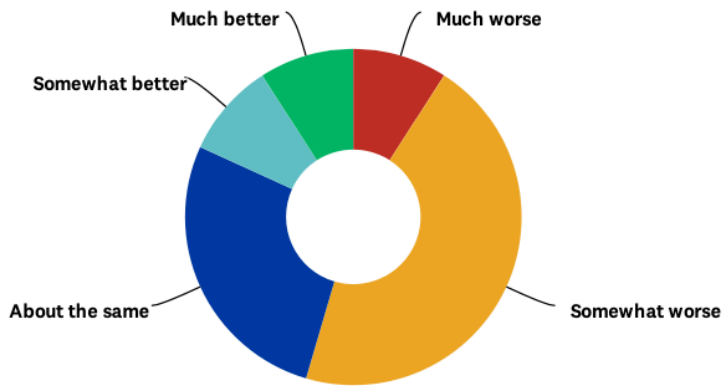
Registrar Q1: Has your organization handled nonpublic registration data requests outside of the Registration Data Request Service (RDRS) in the past?



ANSWER CHOICES	RESPONSES	
No	26.67%	4
Yes	73.33%	11
TOTAL		15

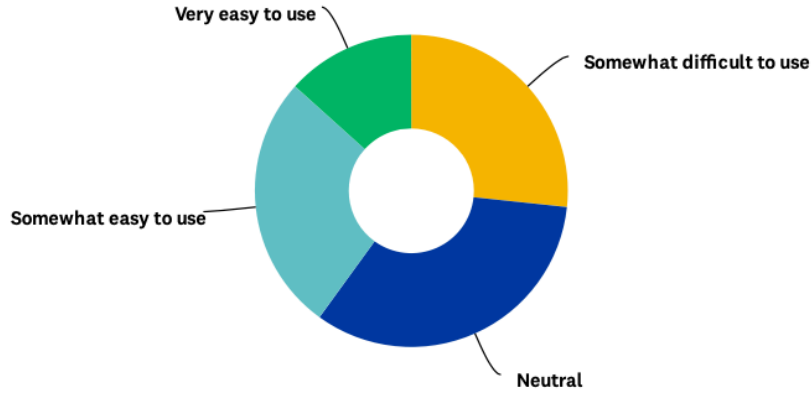
Registrar Q2: Did the RDRS make it worse, better, or about the same to receive nonpublic registration data requests, compared to doing so without the RDRS?

Answered: 11 Skipped: 4



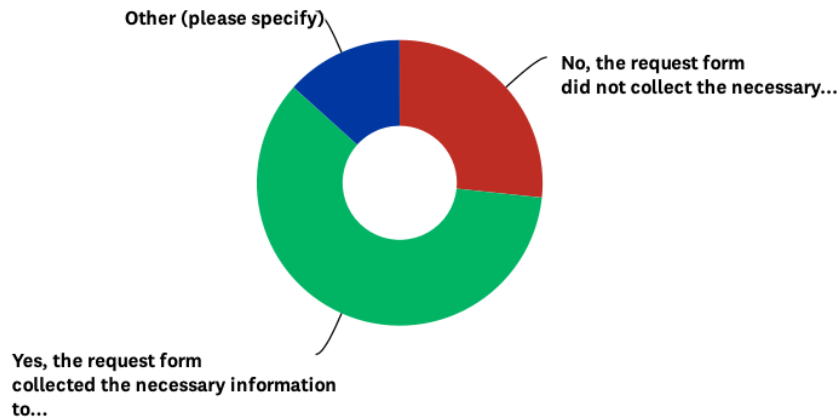
	MUCH WORSE	SOMEWHAT WORSE	ABOUT THE SAME	SOMEWHAT BETTER	MUCH BETTER	TOTAL	WEIGHTED AVERAGE
☆	9.09% 1	45.45% 5	27.27% 3	9.09% 1	9.09% 1	11	2.64

Registrar Q3: How would you describe the usability of the Registration Data Request Service (RDRS)?



	VERY DIFFICULT TO USE	SOMEWHAT DIFFICULT TO USE	NEUTRAL	SOMEWHAT EASY TO USE	VERY EASY TO USE	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	26.67% 4	33.33% 5	26.67% 4	13.33% 2	15	3.27

Registrar Q4: Did the RDRS Request Form collect the necessary information to process the request?



ANSWER CHOICES	RESPONSES
No, the request form did not collect the necessary information to process the request	26.67% 4
Yes, the request form collected the necessary information to process the request	60.00% 9
Other (please specify)	13.33% 2
TOTAL	15

Summary of open text responses:

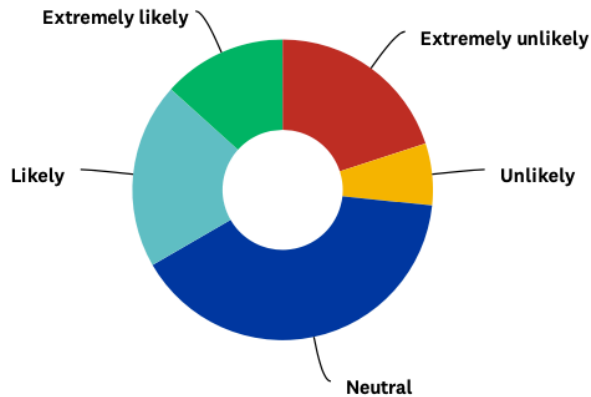
- The requestor's organization is not provided.

Registrar Q5: What additional information should be collected through the RDRS form to facilitate the ability to process a request in the future?

Summary of open text responses:

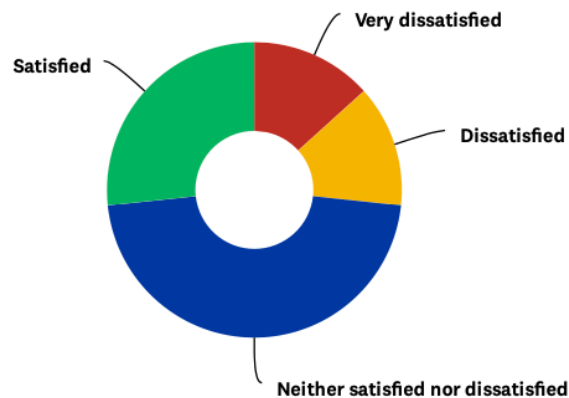
- RDRS request forms need to better validate if the requestor has the authority to receive registrant data.
- The requestor's full contact information should be required fields.
- Substantiating forms like court orders should be required to submit requests.
- Requestor category (e.g., law enforcement) should not be account driven and not changeable from request to request.
- Registrars should be able to change request categories when needed.
- RDRS requires less information than what we currently require to process requests.
- RDRS adds more work/steps to manage requests.

Registrar Q6: How likely or unlikely are you to continue to use the RDRS?



	EXTREMELY UNLIKELY	UNLIKELY	NEUTRAL	LIKELY	EXTREMELY LIKELY	TOTAL	WEIGHTED AVERAGE
☆	20.00%	6.67%	40.00%	20.00%	13.33%	15	3.00
	3	1	6	3	2		

Registrar Q7: Overall, how would you rate your experience with the RDRS?



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	13.33%	13.33%	46.67%	26.67%	0.00%	15	2.87
	2	2	7	4	0		

Registrar Q8: What factors contributed to your overall satisfaction or dissatisfaction?

Summary of open text responses:

- Registrar interface is simple and easy to use
- System is slow and not seamless.
- Navigating between accreditations is cumbersome.
- Quality of requests through RDRS is lower, extra steps are required and interdepartmental collaboration is time consuming, increasing processing times and overall work.
- Registrars should not have to verify requestor credentials.
- Requestors' expectation that all requests will be approved and public criticism at an ICANN public meeting drive dissatisfaction.

Registrar Q9: Please share any additional feedback you would like to provide.

Summary of open text responses:

- Desire to customize response data to better inform requestors about data registered with a privacy or proxy service when providing responses in the RDRS, and greater flexibility to forward requests by email.
- Inability to coordinate responses to requests within the RDRS portal is problematic.
- RDRS does not provide flexibility needed to resolve trademark issues; better alternatives exist.
- The benefits of participating in RDRS, beyond general industry data collection, is unclear.
- Within the interface some requests are hidden when there are many pending requests.
- The RDRS adds an additional place where requests can be directed, creating an additional avenue of work.



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