

<http://www.icann.org/en/resources/compliance>

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## **General Update**

### **Anonymous Reports**

All ICANN stakeholders have a responsibility to do what they can to help maintain the security, stability, resiliency and trust of the Internet. One of the ways in which ICANN can help, is by accepting anonymous reports of non-compliance from anyone.

Reports of non-compliance may be submitted to:

<https://www.icann.org/resources/pages/complaints-2013-03-22-en>

### **Registrar Update**

**WHOIS Inaccuracy Process Improvement** – ICANN has identified another opportunity to improve the WHOIS Inaccuracy process as announced at the ICANN 50 Public Meeting in London. In July, after completion of a successful pilot, ICANN began processing a new complaint type: Whois Quality Review (QR). Whois QR is a review of previously closed Whois inaccuracy complaints, to ensure continued compliance with the requirements of the RAA. When applicable, ICANN sends notices to registrars requesting additional documents and information, or requiring the registrar to take additional actions to come into compliance.

**False Advertising or Deceptive Practices** - Over the past several months, ICANN has received an increase of complaints against several registrars regarding false advertising or deceptive practices. The Registrants' Benefits and Responsibilities included in the 2013 RAA protects registrants from such practices, including hidden fees and practices that are illegal under the consumer protection laws of the registrant's residence. Complaints regarding false or

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<sup>1</sup> This update is provided for information purposes only. Please do not rely on the information contained within this update to make conclusions or business decisions.

deceptive practices can be sent to [compliance@icann.org](mailto:compliance@icann.org).

## Registry Update

ICANN proactively monitored registry operators' contractual compliance with provisions of the registry agreement, including, the List of SLDs to Block (Specification 6, Section 6); while preparing to proactively monitor compliance with the Name Collision Occurrence Framework approved by the ICANN Board NGPC in July 2014.

In July, there was a decrease in the number of complaints received by ICANN for registry operators improperly denying access to a TLD's zone file via the Centralized Zone File Data Services. ICANN reminds contracted parties that under Section 2.1.2 of Specification 4, the valid reasons to deny access are: (i) failure to satisfy credentialing requirements of §2.1.2; (ii) not providing correct or legitimate credentialing requirements of §2.1.2; or (iii) a reasonable belief that requestor will violate terms of §2.1.5.

ICANN has detected an upward trend of complaints due to non-compliance with a registry operator's obligation to provide ICANN with weekly access to thin registration data per Section 3.1 of Specification 4.

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## ***Audit Program Update***

### **New Registry Agreement Audit**

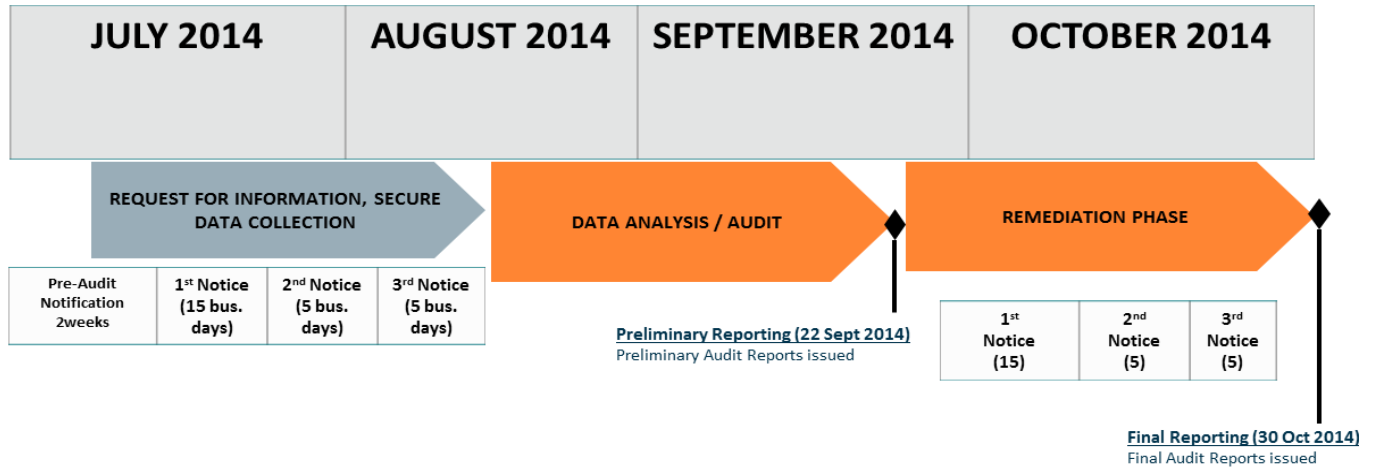
In July, the new Registry Agreement Audit program was launched. A sample of new gTLD Registries was selected with the objective to adequately represent the new gTLD population.

Factors taken into consideration during sample selection:

- A threshold number of registered domains,
- The timelines for Sunrise and Trademark claims periods
- The business models, i.e. various combinations of Registry Owner, Registry Service Provider & Data Escrow Agents
- The representation of Internationalized domain names
- The representation of gTLDs with voluntary Public Interest Commitments (PICs) are in scope.

The Request for Information was sent on 15 July 2014 to the sample set and their respective Data Escrow Agents (DEAs). Please refer to the following table for the audit timeline.

# New Registry Agreement Audit Timeline

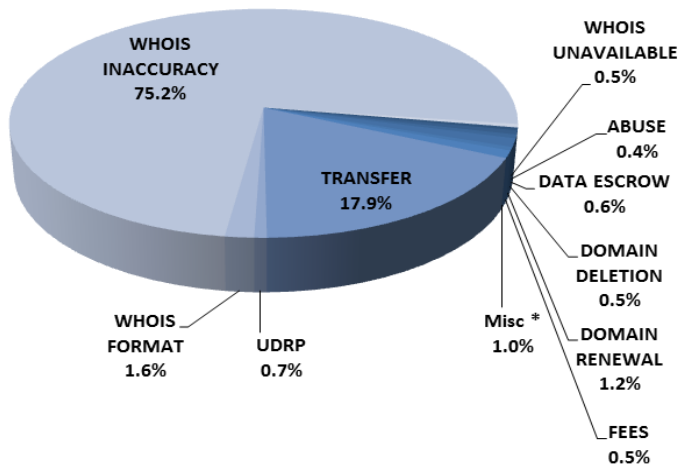


Please send your questions to [ComplianceAudit@icann.org](mailto:ComplianceAudit@icann.org).

Please refer to <http://www.icann.org/en/resources/compliance/audits> for up-to-date information on the audit program.

**Complaints Handling and Enforcement Summary**

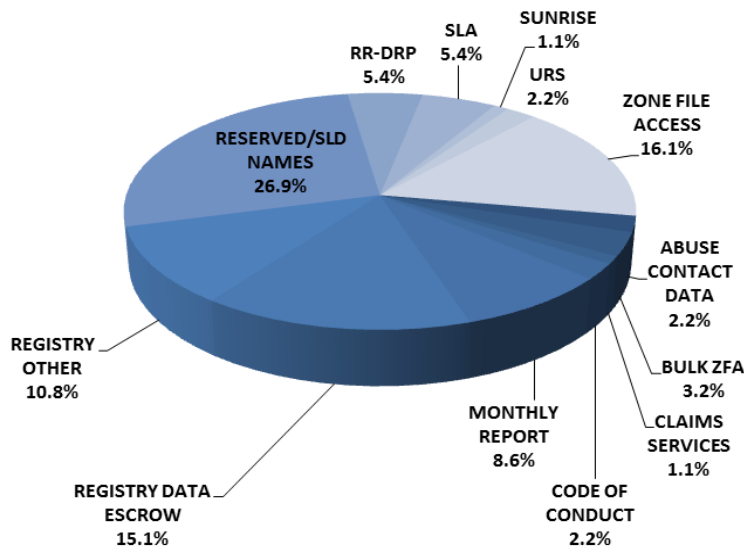
**Registrar - Volume Received Current Month July 2014**



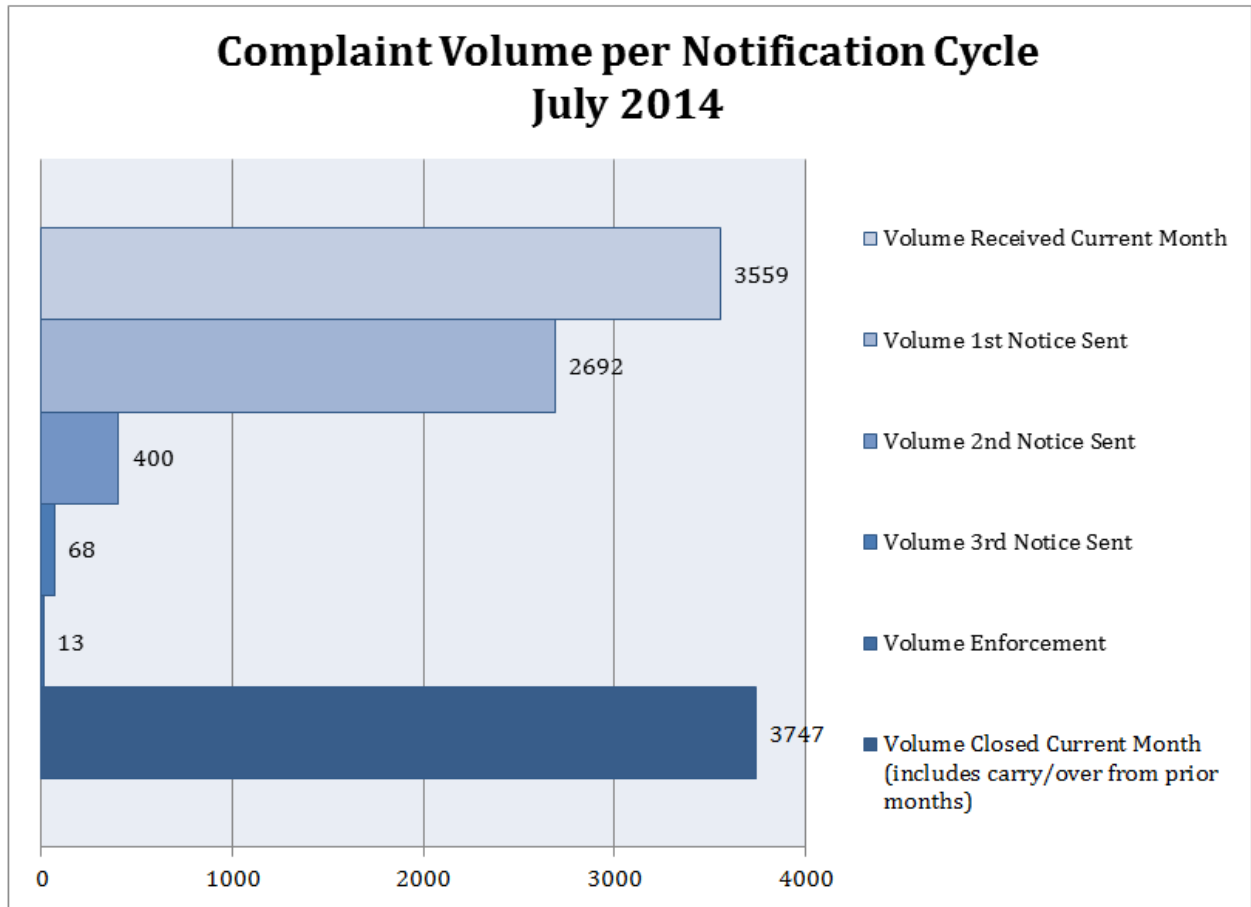
\* Complaint types with count < 10

Complaints	
Type	Quantity
ABUSE	13
CUSTOMER SERVICE	5
DATA ESCROW	20
DNSSEC, IDN, IPV6	6
DOMAIN DELETION	18
DOMAIN RENEWAL	41
FEES	17
PRIVACY/PROXY	2
REGISTRAR CONTACT	9
REGISTRAR INFO SPEC	2
REGISTRAR OTHER	4
RESELLER AGREEMENT	2
TRANSFER	619
UDRP	24
WHOIS FORMAT	56
WHOIS INACCURACY	2605
WHOIS SLA	6
WHOIS UNAVAILABLE	17
<b>Total Complaints Processed</b>	<b>3,466</b>
<b>Total Complaints Closed</b>	<b>3,730</b>

**Registry - Volume Received Current Month July 2014**



Complaints	
Type	Quantity
ABUSE CONTACT DATA	2
BULK ZFA	3
CLAIMS SERVICES	1
CODE OF CONDUCT	2
MONTHLY REPORT	8
REGISTRY DATA ESCROW	14
REGISTRY OTHER	10
RESERVED/SLD NAMES	25
RR-DRP	5
SLA	5
SUNRISE	1
URS	2
ZONE FILE ACCESS	15
<b>Total Complaints Processed</b>	<b>93</b>
<b>Total Complaints Closed</b>	<b>17</b>



- **Volume Received Current Month** = tickets submitted in current month
- **Volume 1st Notice Sent** = number tickets where 1st Notice was sent in current month
- **Volume 2nd Notice Sent** = number tickets where 2nd Notice was sent in current month
- **Volume 3rd Notice Sent** = number tickets where 3rd Notice was sent in current month
- **Volume Enforcement** = number enforcements notices sent in current month
- **Volume Closed** = number tickets closed in current month

ENFORCEMENT ACTIVITY for JULY						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
1-Jul-14	23-Jul-14	Verelink, Inc.	1409	Breach	Cured	Pay accreditation fees (RAA 3.9)
8-Jul-14	29-Jul-14	Xin Net Technology Corporation	120	Breach	Data and Documents Under Review by ICANN	Allow RNH to transfer domain name (IRTP 1) or provide valid reason for denial (IRTP 3)
					Data and Documents Under Review by ICANN	Maintain and provide communication records (RAA 3.4.2/3)
11-Jul-14	1-Aug-14	Omnis Network, LLC	143	Breach		Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
11-Jul-14		Internet Service Registrar, Inc.	823	Termination		Escrow registration data (RAA 3.6)
						Provide Whois Services (RAA 3.3.1)
						Pay accreditation fees (RAA 3.9)
15-Jul-14	5-Aug-14	Gransy, s.r.o. d/b/a subreg.cz	1505	Breach		Maintain and provide communication records (RAA 3.4.2/3)
						Delete domain name within 45 days after termination of registration or explain circumstances of renewal (3.7.5.3 RAA)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Pay accreditation fees (RAA 3.9)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
17-Jul-14	7-Aug-14	Dotname Korea Corp	1132	Breach		Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Provide domain name data in the specified response format (RAA-RDDS 1.4)
						Display link to ICANN's Registrant Educational Information (RAA 3.16)

						<p>Publish on website information required by the Registrar Information Specification (RAA 3.17)</p> <p>Display renewal/redemption fees (ERRP 4.1)</p> <p>Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)</p> <p>Display correct ICANN Logo on website (RAA Logo License Appendix)</p>
18-Jul-14	8-Aug-14	<b>Brandon Gray Internet Services, Inc.</b>	636	Breach		<p>Ensure that resellers do not subject RNHs to deceptive practices (RAA 3.12.7 and RBRS 3)</p> <p>Publish on website information required by the Registrar Information Specification (RAA 3.17)</p>
18-Jul-14		<b>Brandon Gray Internet Services, Inc.</b>	636	Suspension	<i>Suspension period: from 12-Aug-14 to 17-Oct-14</i>	Receiving three Notices of Breach within a twelve-month period (RAA 5.5.6)
23-Jul-14	13-Aug-14	<b>Documentdata Anstalt</b>	1317	Breach		<p>Maintain and provide communication records (RAA 3.4.2/3)</p> <p>Allow RNH to transfer domain name (IRTP 1) or provide valid reason for denial (IRTP 3)</p> <p>Provide AuthInfo code (IRTP 5)</p> <p>Display renewal/redemption fees (ERRP 4.1)</p> <p>Sent renewal reminder notices to RNH (ERRP 2.1)</p> <p>Pay accreditation fees (RAA 3.9)</p>
23-Jul-14		<b>IPXcess.com Sdn Bhd</b>	693	Non-renewal		Be in compliance with RAA at the time of renewing Accreditation (RAA 5.4)
23-Jul-14		<b>Guangdong JinWanBang Technology Investment Co., Ltd.</b>	1525	Suspension	<i>Suspension period: 8-Aug-14 to 6-Nov-14</i>	Cure breaches of the RAA within 21 days (5.5.4 RAA)
24-Jul-14	14-Aug-14	<b>Telefonica Brasil S.A.</b>	1458	Breach		<p>Maintain and provide information required by the Registrar Information Specification (RAA 3.17)</p> <p>Pay accreditation fees (RAA 3.9)</p>
24-Jul-14	14-Aug-14	<b>OnlineNIC, Inc.</b>	82	Breach		<p>Maintain and provide communication records (RAA 3.4.2/3)</p> <p>Validate and verify Whois contact information (Whois Accuracy Program Specification 1, 2 and 4)</p> <p>Provide domain name data in the specified response format (RAA-RDDS 1.4)</p> <p>Publish on website information required by the Registrar Information Specification (RAA 3.17)</p> <p>Display renewal/redemption fees (ERRP 4.1)</p> <p>Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)</p>

						Require P/P providers to follow requirements of P/P Specification and abide by published terms and procedures (P/P Specification 2)
						Pay accreditation fees (RAA 3.9)

ENFORCEMENT ACTIVITIES from PRIOR MONTHS						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
5-May-14	27-May-14	Mister Name SARL	1319	Breach	Cured	Provide Whois Services (RAA 3.3.1)
					Cured	Display renewal/redemption fees (ERRP 4.1)
					Cured	Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
					Cured	Escrow registration data (RAA 3.6)
					Cured	Pay accreditation fees (RAA 3.9)
6-May-14	28-May-14	IPXcess.com Sdn Bhd	693	Breach	Cure Period Extended to 9 June 2014; Cure Period Extended to 19 June 2014; Data and Documents Under Review by ICANN; Escalated to non-renewal	Respond to audits (RAA 3.14) Maintain and provide communication records (RAA 3.4.2/3)
8-May-14	30-May-14	21Company, Inc. dba 21-domain.com	897		Data and Documents Under Review by ICANN; Cure Period Extended to 9 June 2014; Voluntary termination	Respond to audits (RAA 3.14) Maintain and provide communication records (RAA 3.4.2/3) Display renewal/redemption fees (ERRP 4.1)
2-Jun-14	23-Jun-14	Guangdong JinWanBang Technology Investment Co., Ltd.	1525	Breach	Data and Documents Under Review by ICANN; Cure Period Extended to 16 July 2014. Escalated to suspension	Maintain and provide communication records (RAA 3.4.2/3) Provide AuthInfo code (IRTP 5) Display renewal/redemption fees (ERRP 4.1) Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2) Display link to ICANN's Registrant Educational Information (RAA 3.16) Publish on website information required by the Registrar Information Specification (RAA 3.17)



4-Jun-14	25-Jun-14	<b>Internet Service Registrar, Inc.</b>	823	Breach	<i>Escalated to termination</i>	Escrow registration data (RAA 3.6)
						Provide Whois Services (RAA 3.3.1)
						Pay accreditation fees (RAA 3.9)
18-Jun-14	10-Jul-14	<b>Shanghai Meicheng Technology Information Development Co., Ltd.</b>	1621	Breach	Data and Documents Under Review by ICANN; Cure Period Extended to 16 July 2014; Breaches cured	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Display link to ICANN's Registrant Educational Information (RAA 3.16)
						Pay accreditation fees (RAA 3.9)
23-Jun-14	15-Jul-14	<b>DomReg Ltd. d/b/a LIBRIS.COM</b>	381	Breach	Data and Documents Under Review by ICANN; Cure Period Extended to 25 July 2014; Breaches cured	Allow RNH to transfer domain name (IRTP 1) or provide valid reason for denial (IRTP 3)
						Provide the RNH with the FOA (IRTP 3)
						Enter into a registration agreement with RNH that is compliant with RAA and ICANN Consensus Policies
30-Jun-14	22-Jul-14	<b>IPNIC, Inc.</b>	830	Breach	<i>Escalated to termination</i>	Escrow registration data (RAA 3.6)
						Pay accreditation fees (RAA 3.9)
						Communicate contact data changes (RAA 5.11)
30-Jun-14	21-Jul-14	<b>DreamHost, LLC</b>	431	Breach	Data and Documents Under Review by ICANN	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 2/4)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)

Please refer to <http://www.icann.org/en/resources/compliance/notices> for up-to-date information on enforcement activities.

Please refer to <https://features.icann.org/compliance> for additional compliance reports and data.