

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

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General Update

ICANN's 50th Public Meeting in London 23 – 26 June 2014

ICANN's Contractual Compliance team provided the community with a program update of all current and new activities, held three outreach sessions and participated in several meetings.

Read more at: <https://www.icann.org/en/resources/compliance/outreach>.

Registrar Update

In June, ICANN conducted outreach with registrars and law enforcement to clarify and align registrar and community expectations regarding abuse complaints under the 2013 RAA. In summary, registrars must respond to local law enforcement reports (and other designated authorities) within 24 hours as required by Section 3.18.2 of the 2013 RAA. Registrars must take reasonable and prompt steps to investigate and respond to any reports of abuse (including law enforcement located outside of the registrar's jurisdiction) under Section 3.18.1 of the 2013 RAA. At a minimum, registrars must forward abuse complaints to registrants, and take additional steps depending upon the circumstances.

Abuse complaints may be submitted to ICANN at:

<https://forms.icann.org/en/resources/compliance/complaints/registrars/standards-complaint-form>.

Also in June, ICANN removed the requirement that single submission WHOIS Inaccuracy complaints must be confirmed via email. Improvements in the complaint processing system and process addressed the concerns requiring reporter confirmation emails. In addition, ICANN identified concerns regarding email notices from the consolidated complaint processing system being identified as spam by certain email service providers (primarily due to complaints involving domain names that trigger blocking filters). Because unconfirmed WHOIS inaccuracy reports were closed automatically, this system change will ensure timely receipt of all WHOIS inaccuracy reports by ICANN.

¹ 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.

Registry Update

During ICANN 50, certain constituencies inquired whether names that come off the name collision list have to go through sunrise. ICANN's current approach is that those names are only required to go through Claims Services requirements upon release.

Other constituencies inquired what would be the procedure for releasing reserved names during or before General Availability (GA). The procedure for releasing reserved names during or before General Availability is as follows: (1) If the names are released for allocation or registration at any time prior to the start of the Claims Period, the domain names released must be treated like any other domain name subject to the Sunrise Period, Limited Registration Period, Launch Program or Claims Period; (2) if the names are released after the start of the Claims Period, the names released must be subject to Claims Service for 90 days after the date the Registry Operator releases those names for registration. If the names are released for Allocation or registration at any time prior to the start of the Claims Period, the domain names released must be treated like any other domain name subject to the Sunrise Period, Limited Registration Period, Launch Program or Claims Period.

Please refer to Section 2.4.3 of the Trademark Clearinghouse Rights Protection Mechanism Requirements for more details.

The types of complaints managed by the Contractual Compliance team during June 2014, were similar to those managed in May 2014, namely: (i) not blocking all names on the List of SLDs to block (Specification 6, Section 6); (ii) missing escrow deposits or the daily notification of escrow deposits by the registry operator (Specification 2); (iii) improperly denying zone file access via the Centralized Zone Data Service (Specification 4, Section 2.1.1); (iv) not making available zone files for transfer on a daily basis (Specification 4, Section 2.3); (v) not making available on a weekly basis thin registration data (Specification 4, Section 3.1); and (vi) failing to provide monthly reports (Specification 3).

ICANN also continued managing complaints regarding improper Allocation/ earmarking of domain names, outside of allowed exceptions, to other than sunrise-eligible rights holders prior to allocating or registering all Sunrise registrations (see Sections 2.1.1 and 2.2.4 of the TMCH Rights Protections Mechanisms Requirements).

There was a slight increase in the number of complaints received alleging violations of the code of conduct that relate to preferential treatment towards a registrar affiliated with the registry (Specification 9).

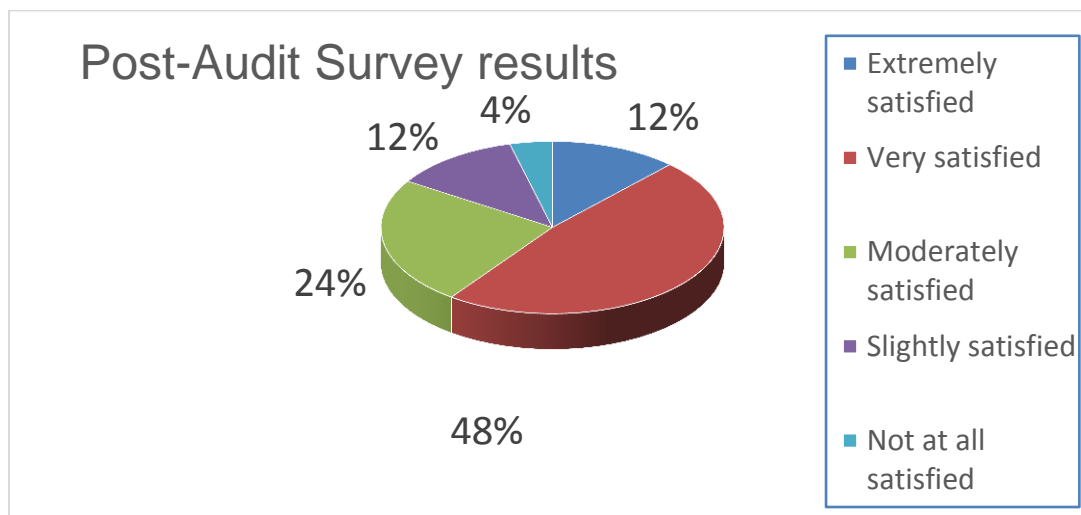
To date, ICANN has received one complaint relating to the Uniform Rapid Suspension System (URS) for a registry's failure to lock the domain name within 24 hours of the notification by the URS service provider. The issue was resolved.

ICANN reminds the community, registries, and registrars that it is everyone's responsibility to maintain the security, stability, resiliency and trust of the Internet. For that reason, ICANN accepts anonymous reports of non-compliance. For all complaints, other than dispute resolution procedure (DRP) related complaints, please submit reports of non-compliance to: <https://www.icann.org/resources/pages/registries-2013-06-28-en>; and regarding DRP to <http://www.icann.org/en/resources/compliance/complaints>.

Audit Program Update

Year Two Audit Program Update

In June, ICANN completed the remaining Year-2 audit activities, conducted a post audit survey and published the audit report at this link: <https://www.icann.org/resources/pages/reports-2013-02-06-en>. The post audit survey results are below.



Please send your questions to ComplianceAudit@icann.org

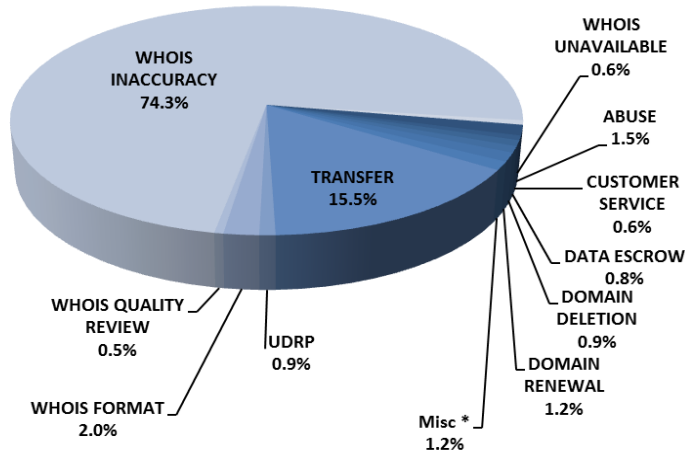
New Registry Agreement Compliance Audit Program Update

ICANN presented the approach, scope and timeline of the New Registry Agreement Audit at ICANN 50. The audit is planned to start in July 2014.

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

Complaints Handling and Enforcement Summary

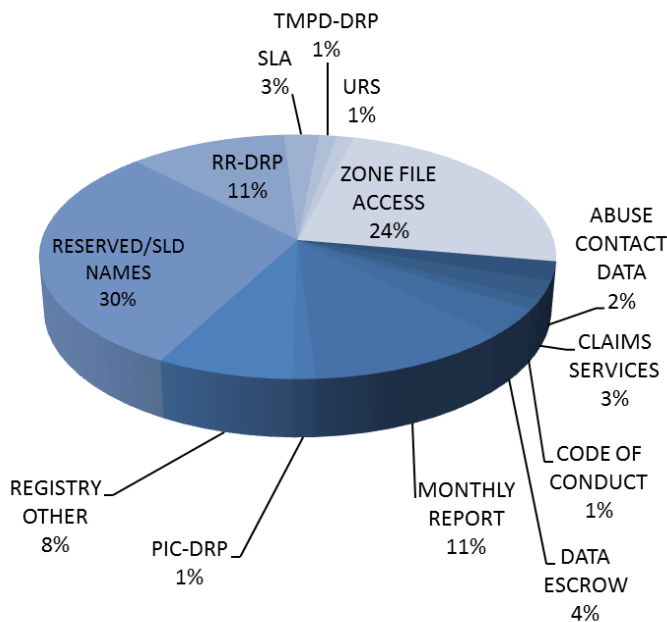
Registrar - Volume Received Current Month **June 2014**



* Complaint types with count < 10

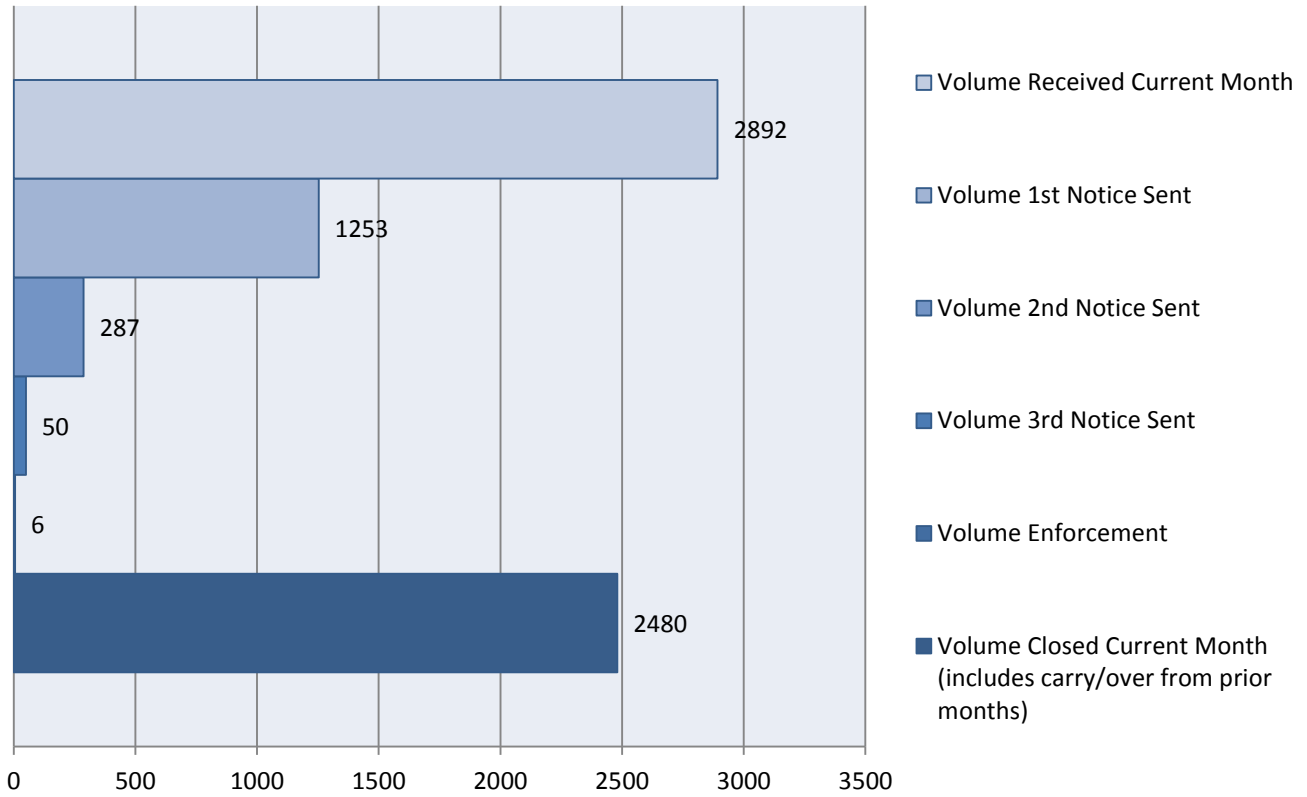
Complaints	
Type	Quantity
ABUSE	41
CUSTOMER SERVICE	18
DATA ESCROW	23
DNSSEC, IDN, IPV6	1
DOMAIN DELETION	25
DOMAIN RENEWAL	35
FAILURE TO NOTIFY	1
FEES	6
PRIVACY/PROXY	2
REGISTRAR CONTACT	6
REGISTRAR INFO SPEC	7
REGISTRAR OTHER	5
RESELLER AGREEMENT	1
TRANSFER	435
UDRP	25
WHOIS FORMAT	55
WHOIS INACCURACY	2089
WHOIS QUALITY REVIEW	14
WHOIS SLA	5
WHOIS UNAVAILABLE	18
Total Complaints Processed	2,812
Total Complaints Closed	2,461

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



Complaints	
Type	Quantity
ABUSE CONTACT DATA	2
CLAIMS SERVICES	2
CODE OF CONDUCT	1
DATA ESCROW	3
MONTHLY REPORT	9
PIC-DRP	1
REGISTRY OTHER	6
RESERVED/SLD NAMES	24
RR-DRP	9
SLA	2
TMPD-DRP	1
URS	1
ZONE FILE ACCESS	19
Total Complaints Processed	80
Total Complaints Closed	19

Complaint Volume per Notification Cycle June 2014



- **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 JUNE 2014						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
2-Jun-14	23-Jun-14	Guangdong JinWanBang Technology Investment Co., Ltd.	1525	Breach	Data and Documents Under Review by ICANN	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	Internet Service Registrar, Inc.	823	Breach	Escalated to termination	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	Shanghai Meicheng Technology Information Development Co., Ltd.	1621	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)
						Display link to ICANN's Registrant Educational Information (RAA 3.16)
						Pay accreditation fees (RAA 3.9)
23-Jun-14	15-Jul-14	DomReg Ltd. d/b/a LIBRIS.COM	381	Breach		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	IPNIC, Inc.	830	Breach		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	DreamHost, LLC	431	Breach		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)

ENFORCEMENT ACTIVITIES from PRIOR MONTHS

9-Apr-14	30-Apr-14	Homestead Limited dba Namevault.com	1428	Breach	Cure Period Extended to 12 June 2014; Breaches Cured	Complete and provide Compliance Certificate (RAA 3.15)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
						Publish on website email address for abuse reports (RAA 3.18.1)
						Publish on website description of procedures for the receipt and tracking of abuse reports (RAA 3.18.3)
						Provide email address and telephone number for abuse reports (RDDS Whois Spec 1.4.2)
						Pay accreditation fees (RAA 3.9)
23-Apr-14	14-May-14	AirNames.com Inc.	901	Breach	Cure Period Extended to 10 June 2014; Breaches Cured	Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
30-Apr-14	21-May-14	DomReg Ltd. d/b/a LIBRIS.COM	381	Breach	Data and Documents Under Review by ICANN; Breaches Cured	Provide AuthInfo code (IRTP 5)
						Pay accreditation fees (RAA 3.9)
5-May-14	27-May-14	Mister Name SARL	1319	Breach	Cure Period Extended to 20 June 2014; Data Under Review by ICANN	Provide Whois Services (RAA 3.3.1)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Escrow registration data (RAA 3.6)
						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	Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
8-May-14	29-May-14	Bizcn.com, Inc.	471	Breach	Data and Documents Under	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)

					Review by ICANN; Breaches Cured	Verify or re-verify the email addresses of RNHs (RAA - Whois Accuracy Program Specification 4) Maintain and provide communication records (RAA 3.4.2/3) Display link to ICANN's Registrant Educational Information (RAA 3.16) Display renewal/redemption fees (ERRP 4.1) Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2) Display correct ICANN Logo on website (RAA Logo License Appendix)
8-May-14	30-May-14	Globedom Datenkommunikations GmbH, d/b/a Globedom	276	Breach	Cured	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	Breach	Data and Documents Under Review by ICANN; Cure Period Extended to 9 June 2014	Respond to audits (RAA 3.14) Maintain and provide communication records (RAA 3.4.2/3) Display renewal/redemption fees (ERRP 4.1)
15-May-14	5-Jun-14	OVH sas	433	Breach	Cured	Provide domain name data in the specified response format (RAA-RDDS 1.4) Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2) Display correct ICANN Logo on website (RAA Logo License Appendix)

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