

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

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General Update

Registrar Update

Registrar Abuse Reports - During May, ICANN conducted outreach with registrars regarding abuse complaints under the 2013 Registrar Accreditation Agreement. As part of that outreach, ICANN clarified four key points:

- Registrars must accept abuse reports from the public and law enforcement.
- Court orders are not required for registrars to investigate abuse reports.
- What may qualify as reasonable steps to investigate and respond to abuse reports.
- If registrars are not complying, then abuse complaints may be submitted to ICANN at <https://forms.icann.org/en/resources/compliance/complaints/registrars/standards-complaint-form>.

ICANN Email Notices to Registrars - in May, ICANN became aware that certain email service providers are blocking email notices from the Contractual Compliance complaint management system. This is primarily due to complaints involving domain names that trigger blocking filters. Although the Compliance Process anticipates this concern (telephone calls to registrars after the second and third notices and sending a fax copy of the third notice), ICANN is following up to ensure timely delivery of the notice for registrars with the blocking issues.

WHOIS Inaccuracy Process Improvement – ICANN has identified another opportunity to improve the WHOIS Inaccuracy process turn-around time. System efforts are underway to automate additional validations and to remove the requirement for WHOIS inaccuracy complaints to be confirmed by the reporter via an email response. The elimination of this step is intended to help reduce the complaint processing turn-around time by five business days.

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

ICANN monitoring efforts in May generated compliance notices or inquiries related to non-compliance with the following provisions of the registry agreement: (i) prohibited allocation/earmarking of domain names 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); (ii) code of conduct (Specification 9) allegations related to vertically-integrated registries failing to provide to non-affiliated registrars comparable opportunities for access to registry systems and services that was provided to its affiliated registrars; (iii) prohibited activation in the DNS of reserved names per Specification 5; (iv) list of SLDs to block (Specification 6, Section 6); (v) missing escrow deposits or the daily notification of escrow deposits by the registry operator (the latter for Specification 2, Part A, Section 7); (vi) improperly denying zone file access via the Centralized Zone Data Service (Specification 4, Section 2.1.1); (vii) ICANN unable to transfer zone files on a daily basis (Specification 4, Section 2.3); (viii) ICANN unable to access thin registration data on a weekly basis (Specification 4, Section 3.1); and (ix) failure to provide monthly reports (Specification 3). No complaints were received by ICANN regarding any of the Post-Delegation Procedures.

ICANN reminds the community, registries, and registrars that it is the responsibility of everybody to maintain the security, stability, resiliency and trust of the Internet. For that reason, ICANN accepts anonymous reports of non-compliance. ICANN did receive in May reports of noncompliance from reporters wishing to remain anonymous, and ICANN is managing those complaints.

Please submit reports of non-compliance regarding any of the post-delegation dispute resolution procedures mentioned, at <http://www.icann.org/en/resources/compliance/complaints>.

Audit Program Update

Year Two Audit Program Update

In May, during the Remediation and Audit wrap-up phase, ICANN worked with Registrars who had unresolved deficiencies. In addition to 122 remediated reports issued in March-April 2014, 19 additional remediated reports were issued in May 2014. Ten Registrars were able to cure the deficiencies and nine other Registrars received partially remediated audit reports. Those nine Registrars require additional time to implement corrective actions for residual of inconsequential deficiencies noted ICANN is preparing the Year-2 Audit Report and will present the results at the ICANN Public Meeting in London.

Please send your questions to ComplianceAudit@icann.org

Audit Program Milestone Dates								
Start								End
<i>Pre-Audit Notification Phase</i>	<i>Request for Info</i>			<i>Audit Phase</i>		<i>Reporting Phase</i>		<i>Remediation Phase</i>
	1 st Notice	2 nd Notice	3 rd Notice	Begin	End	Begin	End	
1 Oct 2013	14 Oct 2013	4 Nov 2013	11 Nov 2013	2 Dec 2013	7 Mar 2014	10 Mar 2014	24 Mar 2014	25 Mar – 5 May 2014

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

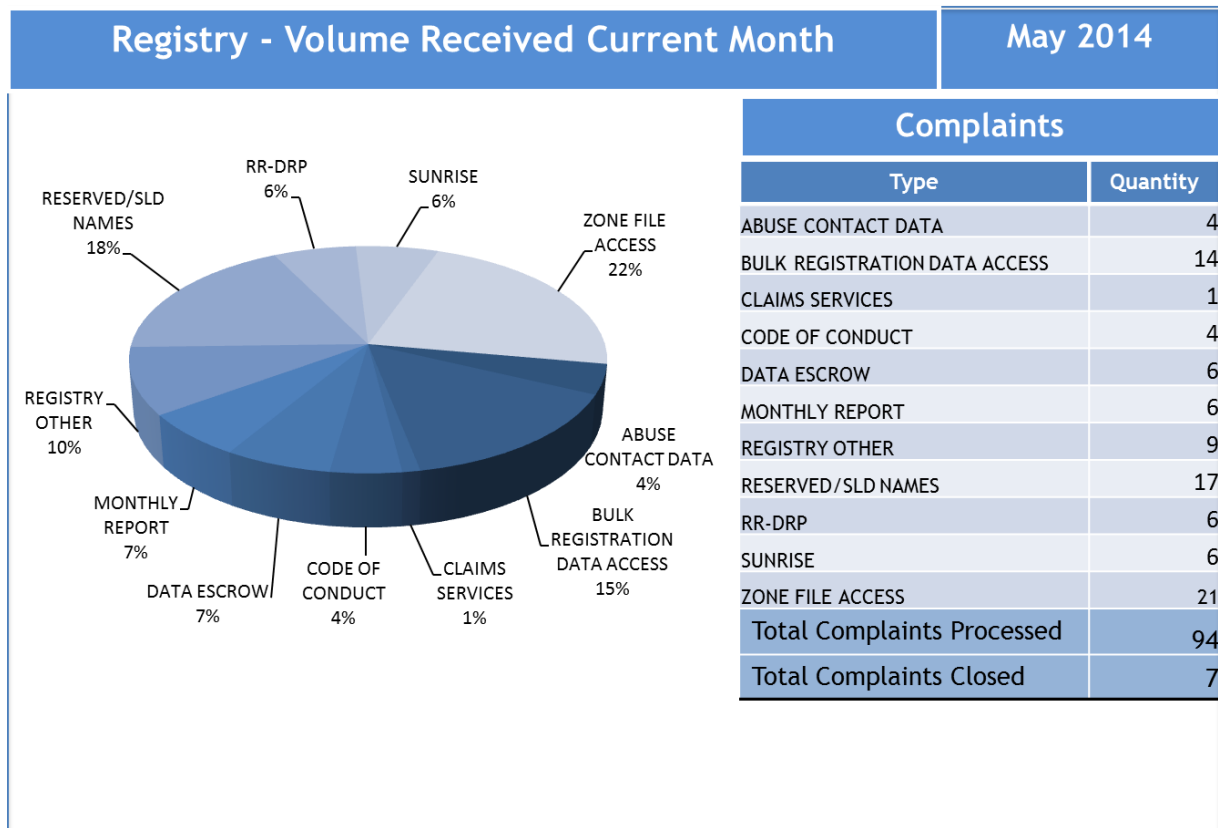
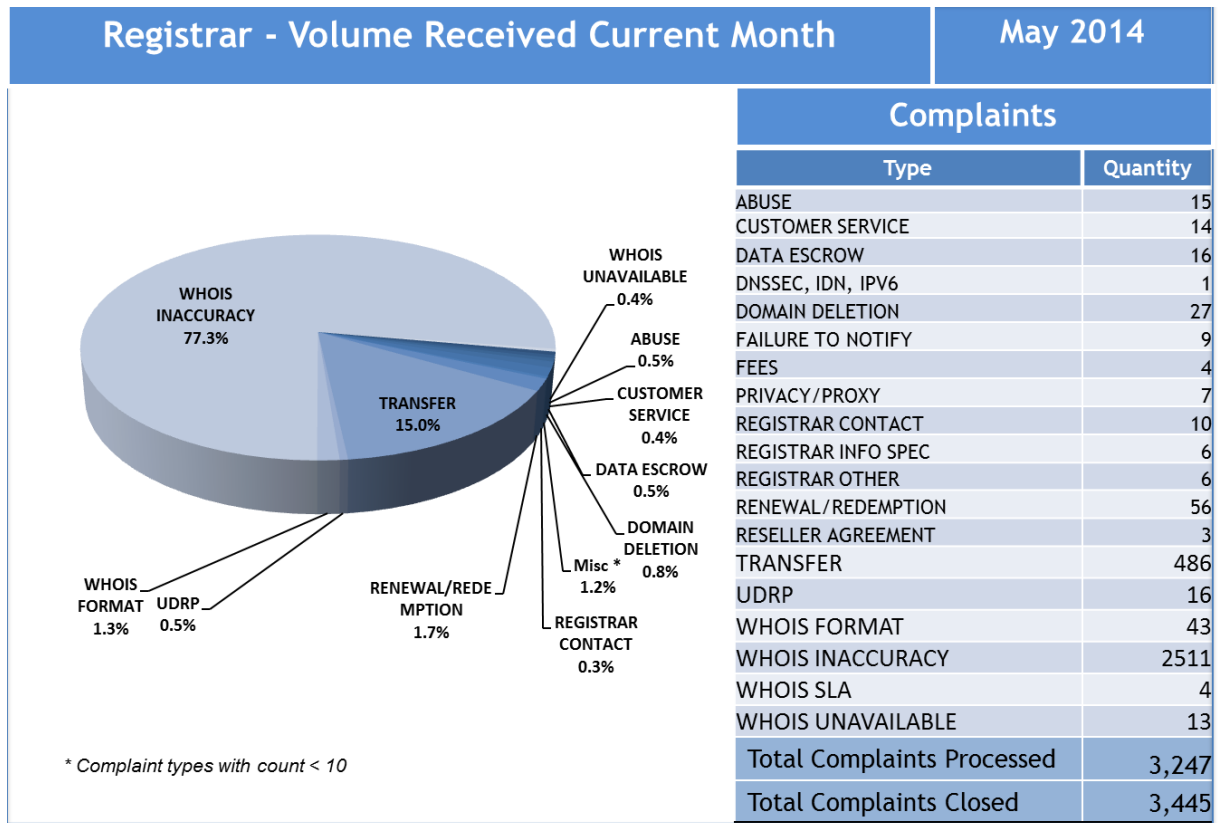
New Registry Agreement Audit is coming soon

In May, ICANN conducted outreach sessions with the Registry Operators. The objective of the outreach was to present the overall audit phases, timeline and the provisions under consideration and to address questions and concerns. ICANN is in the process of updating the Frequently Asked Questions to include questions and feedback from the outreach.

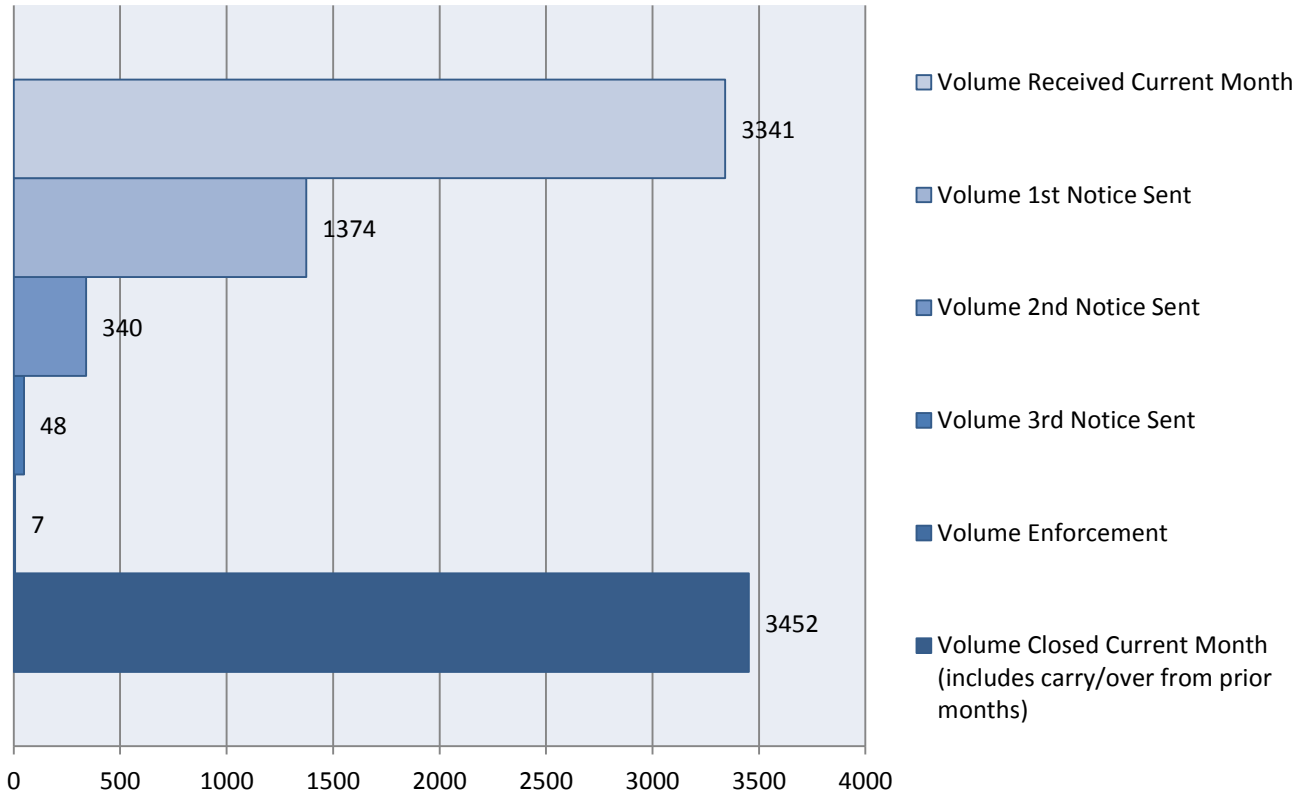
The presentation can be found at this link:

<https://www.icann.org/resources/pages/outreach-2012-02-25-en>

Complaints Handling and Enforcement Summary



Complaint Volume per Notification Cycle May 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 MAY 2014						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
1-May-14	22-May-14	Namecheap, Inc.	1068	Breach	Cure Period Extended to 30 May 2014; Breaches Cured	Respond to audits (RAA 3.14)
						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)
5-May-14	27-May-14	Mister Name SARL	1319	Breach	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)
6-May-14	28-May-14	IPXcess.com Sdn Bhd	693	Breach	Data and Documents Under Review by ICANN	Pay accreditation fees (RAA 3.9)
						Respond to audits (RAA 3.14)
8-May-14	29-May-14	Bizcn.com, Inc.	471	Breach	Data and Documents Under Review by ICANN	Maintain and provide communication records (RAA 3.4.2/3)
						Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Verify or re-verify the email addresses of RNHs (RAA - Whois Accuracy Program Specification 4)
						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	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	30-May-14	21Company, Inc. dba 21-domain.com	897			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	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)

ENFORCEMENT ACTIVITIES from PRIOR MONTHS						
9-Apr-14	30-Apr-14	Homestead Limited dba Namevault.com	1428	Breach	Data and Documents Under Review by ICANN	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)
14-Apr-14	5-May-14	Namebay SAM	88	Breach	Cured	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Communicate contact data changes (RAA 5.11)
						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)						
23-Apr-14	14-May-14	AirNames.com Inc.	901	Breach	Data and Documents Under Review by ICANN; Cure Period Extended to 27 May 2014	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	Provide AuthInfo code (IRTP 5)
						Pay accreditation fees (RAA 3.9)

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