

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

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General Update

Staff Update

The Contractual Compliance team has established a global presence at the Istanbul and Singapore hub offices. With this model, the team now has a 24-hour support model and provides services in 11 languages.

2013 Registrar Accreditation Agreement Update

The Contractual Compliance team received additional training on the 2013 RAA complaint types focused on validation and processing of the new and revised complaint types. ICANN is now receiving 2013 RAA related complaints. Based on the complaints to-date, ICANN has identified two areas, abuse complaints and WHOIS inaccuracy under the 2013 RAA, as areas for community outreach at ICANN 49 meeting.

Bulk Whois Inaccuracy Tool Update

In response to a request from a retired telecom industry bulk WHOIS inaccuracy submitter, ICANN increased the weekly complaint submission limit from 100 to 300 complaints. This increase applies to all approved bulk submitters.

New Registry Agreement Readiness Update

In February, the Contractual Compliance team trained on validation and processing of all new registry complaint types.

The Contractual Compliance team, through the [informal resolution process](#), continued collaborating with the newly delegated gTLDs to address failure to make escrow deposits, failure to submit monthly reports, failure to transfer bulk

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.

zone data, and failure to block second-level, name collision-related domain names. In addition, the team continued performing compliance checks of new gTLD applicants that declared cross-ownership with registrars.

Audit Program Year Two Update

In February, the Contractual Compliance Audit team completed the full review of the submitted audit data. Audit reports are being finalized. Over the next three weeks, beginning the week of 10 March 2014, audit reports will be released to those Registrars and Registries who were selected.

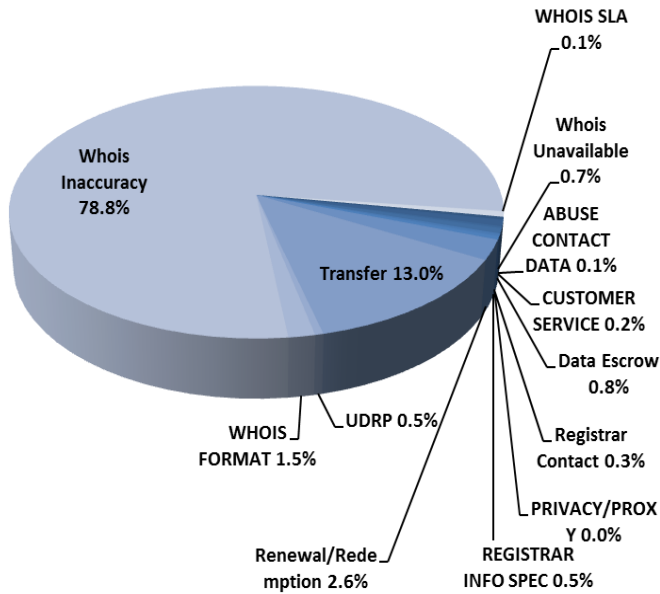
Please send your questions to ComplianceAudit@icann.org

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/newsletter> for up-to-date information.

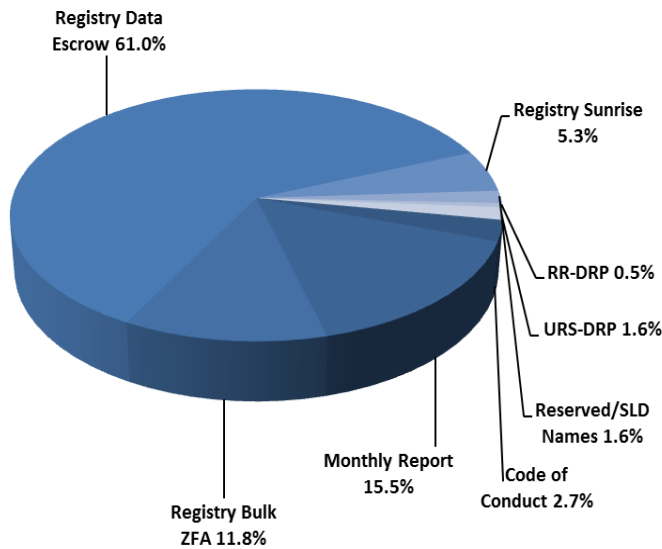
Complaints Handling and Enforcement Summary

Registrar - Volume Received Current Month February 2014



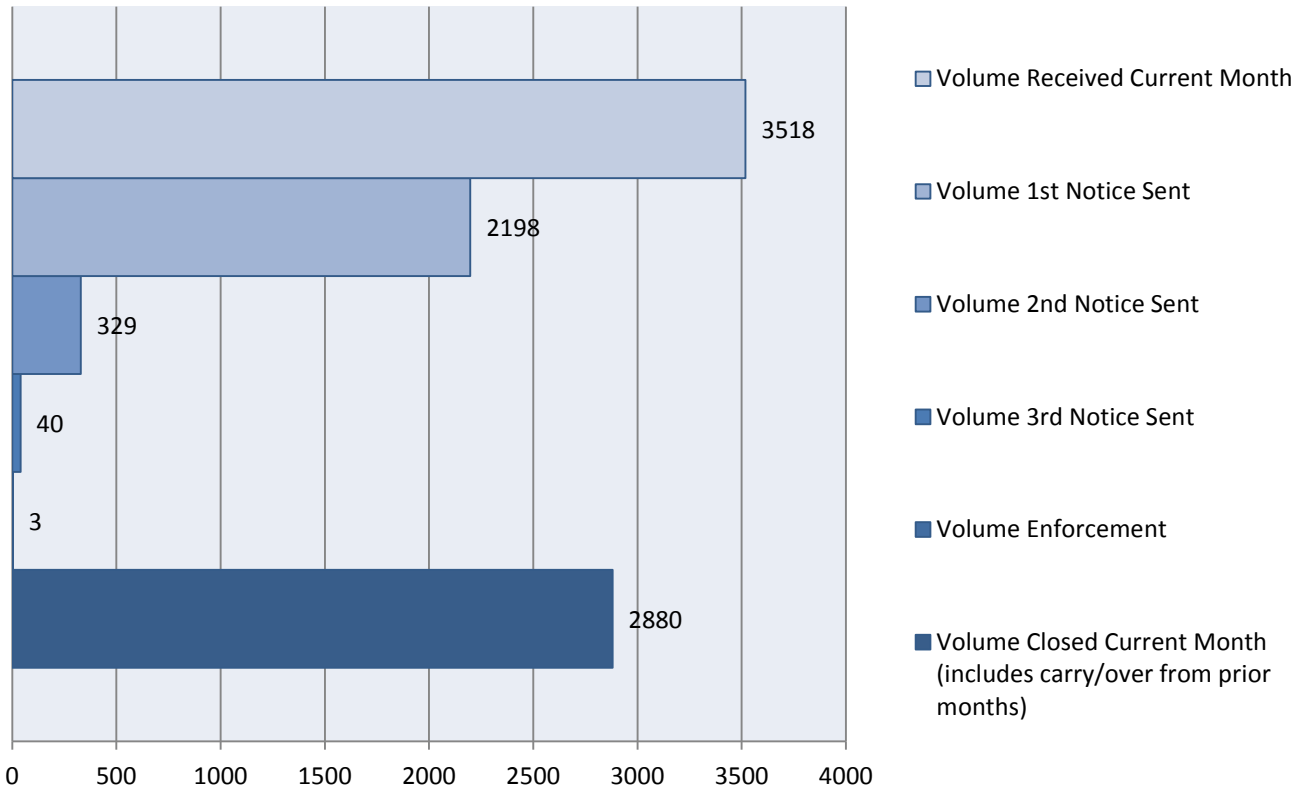
Complaints	
Type	Quantity
ABUSE CONTACT DATA	4
CUSTOMER SERVICE	8
Data Escrow	27
DOMAIN DELETION	8
Other	21
PRIVACY/PROXY	1
Registrar Contact	10
REGISTRAR INFO SPEC	15
Renewal/Redemption	85
Transfer	434
UDRP	16
WHOIS FORMAT	51
Whois Inaccuracy	2626
WHOIS SLA	3
Whois Unavailable	22
Total Complaints Processed	3,331
Total Complaints Closed	2,809

Registry - Volume Received Current Month February 2014



Complaints	
Type	Quantity
Code of Conduct	5
Monthly Report	29
Registry Bulk ZFA	22
Registry Data Escrow	114
Registry Sunrise	10
Reserved/SLD Names	3
RR-DRP	1
URS-DRP	3
Total Complaints Processed	187
Total Complaints Closed	71

Complaint Volume per Notification Cycle February 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 enforcement notices sent in current month
- **Volume Closed** = number tickets closed in current month

ENFORCEMENT ACTIVITY for FEBRUARY 2014						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
4-Feb-14	25-Feb-14	Black Ice Domains, Inc.	1017	Breach	<i>Cured</i>	Pay accreditation fees (RAA 3.9)
7-Feb-14	28-Feb-14	Virtucom Networks S.A.	1468	Breach		Pay accreditation fees (RAA 3.9)
7-Feb-14	28-Feb-14	Telefonica Brasil S.A	1458	Breach	<i>Cure Period Extended to 14 March 2014</i>	Pay accreditation fees (RAA 3.9)
NO ENFORCEMENT UPDATES from PRIOR MONTHS						

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