

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

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General Update

Multiple Complaint Submission

On 21 June 2013, ICANN added a feature to allow reporters to submit multiple complaints. Once a report is submitted to ICANN, a reporter can return to the complaint form by a “Click here to submit another” link. The reporter’s contact information is pre-populated in the form, with the previous complaint removed. A reporter must enter a new CAPTCHA every fifth submission². Contractual Compliance processes each multiple report as an individual ticket.

Bulk Complaint Submission

During June 2013, ICANN began a focused effort on establishing the bulk Whois inaccuracy submission tool. Two outreach sessions were held with registrars to provide information and request feedback. Three users were selected from the security and brand protection industries to participate in a three-month pilot. During the pilot, planned to start in July, users will be able to submit 100 complaints per week, which will be processed in the same manner as single complaints. ICANN will work with reporters and registrars to ensure ticket quality and system performance. After the three-month pilot, ICANN will assess the effectiveness and efficiency of the tool, with feedback from the registrars and pilot users.

Data Escrow Compliance Effort

In June 2013, ICANN completed an effort to review Registrar Data Escrow files

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.

² Whois inaccuracy reports require the CAPTCHA for every third submission. This will be updated to every fifth submission during July 2013.

to determine usability and compliance with RDE Specifications, one of the high-risk areas to ICANN and to the Community.

Overall, many of the issues identified were minor in nature, and as such, the data was deemed useable in the event of Registrar de-accreditation or transfer.

Many of those that were under review have either remediated the issues identified, or are working with Iron Mountain directly to address any concerns. Only a small percentage had significant issues, which required programming/development changes to correct the RDE issues.

2013 Registrar Accreditation Agreement (RAA)

On 27 June 2013, ICANN's Board of Directors approved the 2013 RAA <http://blog.icann.org/2013/06/board-approves-aa/>. The new agreement includes provisions that are effective upon contract execution and other provisions that become effective 1 January 2014, as ICANN and the Registrar community agreed that a grace period was necessary for registrars to implement some of the operational provisions in the 2013 RAA. ICANN is focusing its immediate attention on the provisions that become effective upon contract execution such as Whois formatting, CEO Certifications, website publication requirements and the additional grounds for suspension and termination.

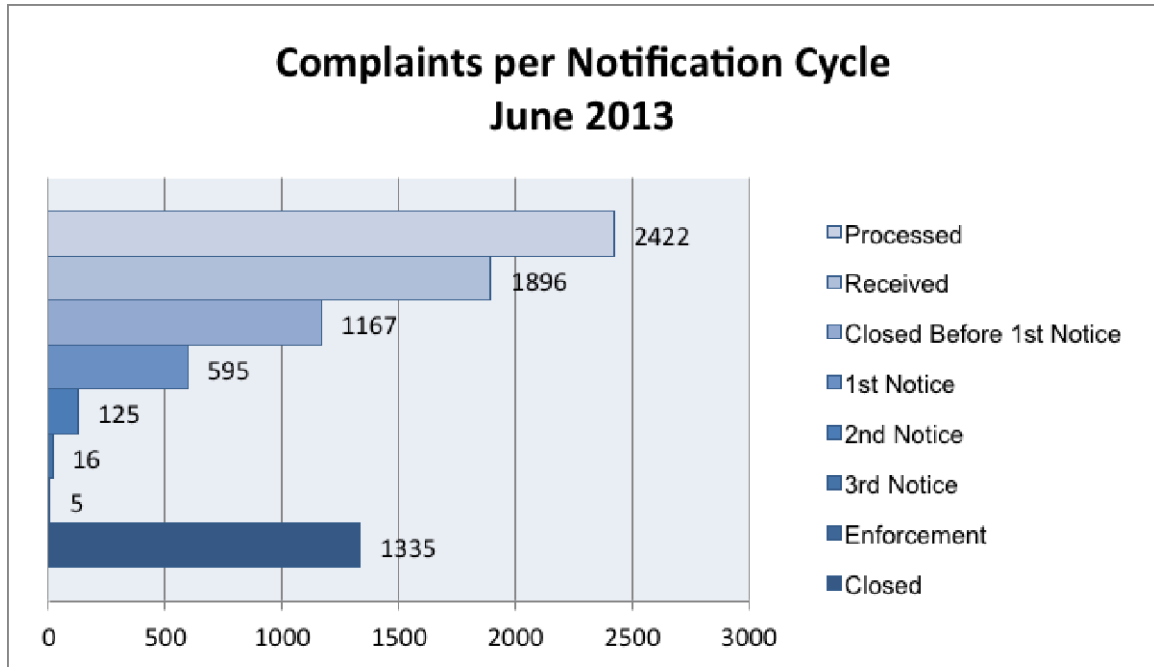
Expired Registration Recovery Policy Readiness (ERRP)

The ERRP <http://www.icann.org/en/resources/registrars/consensus-policies/errp> becomes effective 31 August 2013 and all ICANN-accredited registrars are expected to comply with this new Consensus Policy by that date. The ERRP includes, among other things, new registrar communication requirements, uniform renewal and redemption availability in certain circumstances and required interruption of domain name resolution paths when domain names are near expiration. ICANN has developed process maps, escalation procedures, templates and other operational materials to assess registrar compliance with the requirements of the ERRP.

Audit Program Update

In June 2013, ICANN published the [Year One Audit Program Report](#) with a summary of results. Please contact ICANN Contractual Compliance Audit at: ComplianceAudit@icann.org for any questions.

Complaints Handling and Enforcement Summary

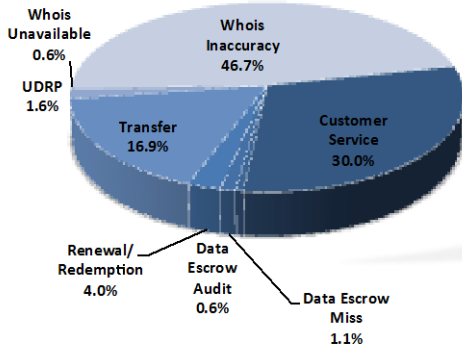


ENFORCEMENT ACTIVITY for JUNE 2013						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
10-Jun-13	1-Jul-13	Pacnames, Ltd	103	Breach		Maintain and provide communication records (RAA 3.4.2/3)
						Provide AuthInfo code (IRTP 5)
						Pay accreditation fees (RAA 3.9)
12-Jun-13		Elservers SRL	1497	Termination		Pay accreditation fees (RAA 3.9)
						Communicate contact data changes (RAA 5.11)
ENFORCEMENT UPDATES from PRIOR MONTHS						
23-Apr-13	14-May-13	Basic Fusion, Inc.	813	Breach		Pay accreditation fees (RAA 3.9)
						Communicate contact data changes (RAA 5.11)
23-Apr-13	14-May-13	A. Telecom, S.A.	1458	Breach		Pay accreditation fees (RAA 3.9)
						Communicate contact data changes (RAA 5.11)
26-Apr-13	17-May-13	Elservers SRL	1497	Breach		Pay accreditation fees (RAA 3.9)
						Communicate contact data changes (RAA 5.11)
7-May-13	29-May-13	DomainSnap, LCC	1554	Breach	Cured	Pay accreditation fees (RAA 3.9)
10-May-13	3-Jun-13	USA Webhost, Inc.	439	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
						Provide Whois Services (RAA 3.3.1)
29-May-13	18-Jun-13	AsiaRegister, Inc	1084	Breach		Pay accreditation fees (RAA 3.9)
						Link to ICANN's registrant rights & responsibilities website (RAA 3.15)

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

Compliance Performance Results **June 2013**

Compliance - June 2013



1,892 Complaints
4 Enforcement Actions

June 2013	All Complaints Received by Type	Quantity
Prevention Phase	Customer Service	568
	Data Escrow Audit	11
	Data Escrow Miss	21
	Transfer	320
	UDRP	31
	Renewal/Redemption	46
	Whois Unavailable	11
	Whois Inaccuracy	884
	Total Complaints	1,892
Enforcement Phase	Breach	3
	Suspension	0
	Terminated/Non-Renewal	1