

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

## *Table of Contents<sup>1</sup>*

- [General Update](#)
- [Audit Program Update](#)
- [Complaints Handling and Enforcement Summary](#)

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## ***General Update***

### **Complaint Management Migration Completed**

On 7 June 2013, ICANN completed the migration of all existing compliance systems, complaint types and processes to a one-stop complaint submittal landing webpage.

Link to the new complaint submission on the ICANN.ORG page  
<http://www.icann.org/en/resources/compliance/complaints>.

Operational efficiencies and effectiveness are gained with the automation of the compliance approach and processes. Such automation enhances informal resolution and enforcement, increased complaint communication, as well as provides a platform by which a pulse survey for continuous feedback is implemented.

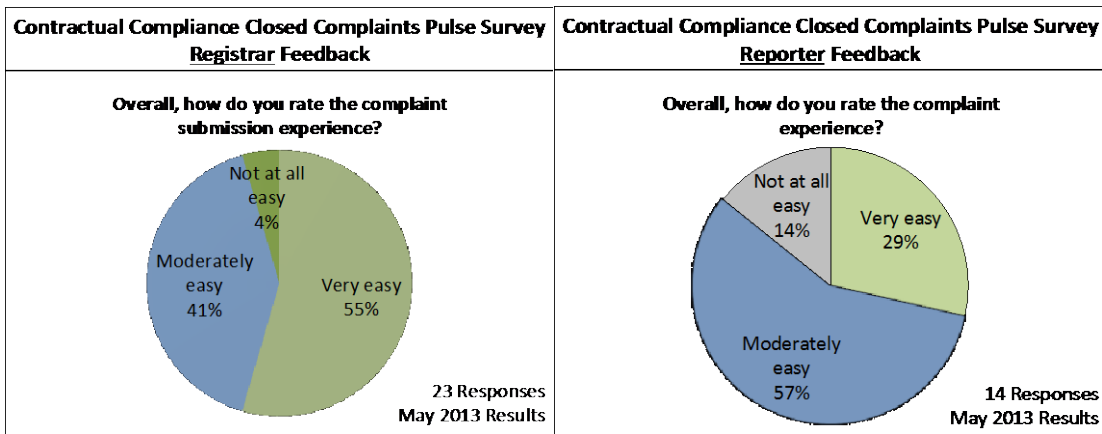
In May, the migration included the remaining complaints (Domain Renewal/Redemption, Registrar Contact, Transfer and Whois Unavailable), updated complaint web navigation and 47 frequently asked questions.

### **May Pulse Survey Update**

The Whois Inaccuracy closed complaints generated 951 survey invitations sent to the complaint reporter and 540 survey invitations sent to Registrars. The survey response rate was 1.5 percent from the reporters and 4.3 percent Registrars. The overall satisfaction question results are answered below:

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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.



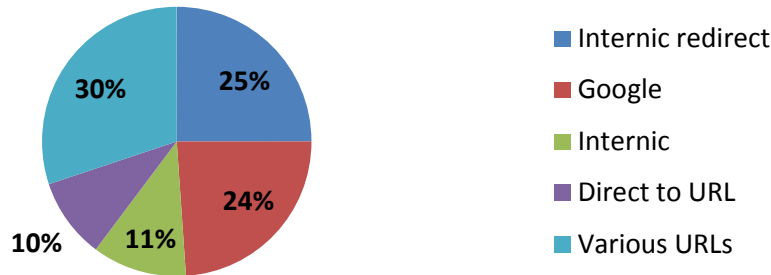
### Contractual Compliance Complaint Submission Website Activity

The number of webpage views for the new Whois Inaccuracy complaint form, web navigation and FAQs are shown below. These numbers represent six weeks of data since the new Whois Inaccuracy form was released, and one week of data for the new UDRP complaint form, which was launched on 22 May 2013.

Contractual Compliance Webpages	Views	Average Time/page (seconds)
Whois Inaccuracy Complaint Form	20,352	88
UDRP Complaint Form	260	175
About Whois Complaints	2,277	47
About Correcting My Whois	820	135
About RAA Complaints	304	115
About Registry Compliance	253	106
About Whois Inaccuracy	220	80
About Whois Inaccuracies	220	80
About Whois Search	214	77
About Whois	172	63
About Whois Lookup Access	103	40
About ccTLD Compliance	92	106
About Whois Lookup not Working	74	36
About Privacy/Proxy	74	56
About Whois Spam Complaints	42	109
About UDRP	41	89
About Filing UDRP	22	55
About Enforcing UDRP	13	12
About Disputes over Domain Names	11	18

The 20,352 web page views for Whois Inaccuracy Complaint Form generated 3,872 complaints. The 260 web page views for UDRP Complaint Form

generated four complaints. In summary, 3% of all ICANN.ORG web traffic goes to Complaint Submission web pages. Source of web traffic to the Complaint Submission webpages are below:



### 2013 Registrar Accreditation Agreement and the Expired Registration Recovery Policy Readiness

The Proposed Final 2013 RAA <http://www.icann.org/en/news/public-comment/proposed-raa-22apr13-en.htm> and the Expired Registration Recovery Policy <http://www.icann.org/en/resources/registrars/consensus-policies/errp> include new provisions that require Contractual Compliance to establish additional monitoring processes to ensure that ICANN-accredited registrars comply with their contractual obligations.

Contractual Compliance is reviewing and finalizing process maps, escalation procedures, templates and other operational materials necessary to effectively monitor and enforce compliance with the 2013 RAA and the ERRP.

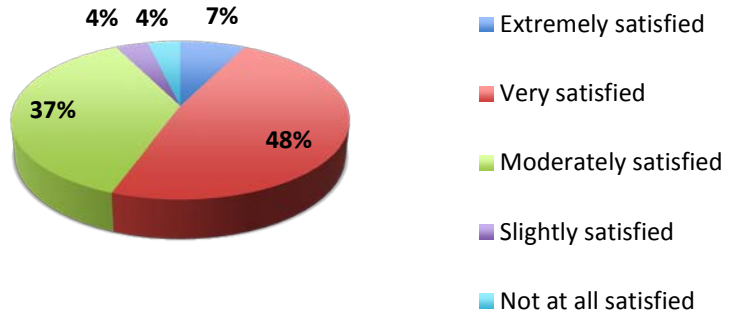
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### Audit Program Update

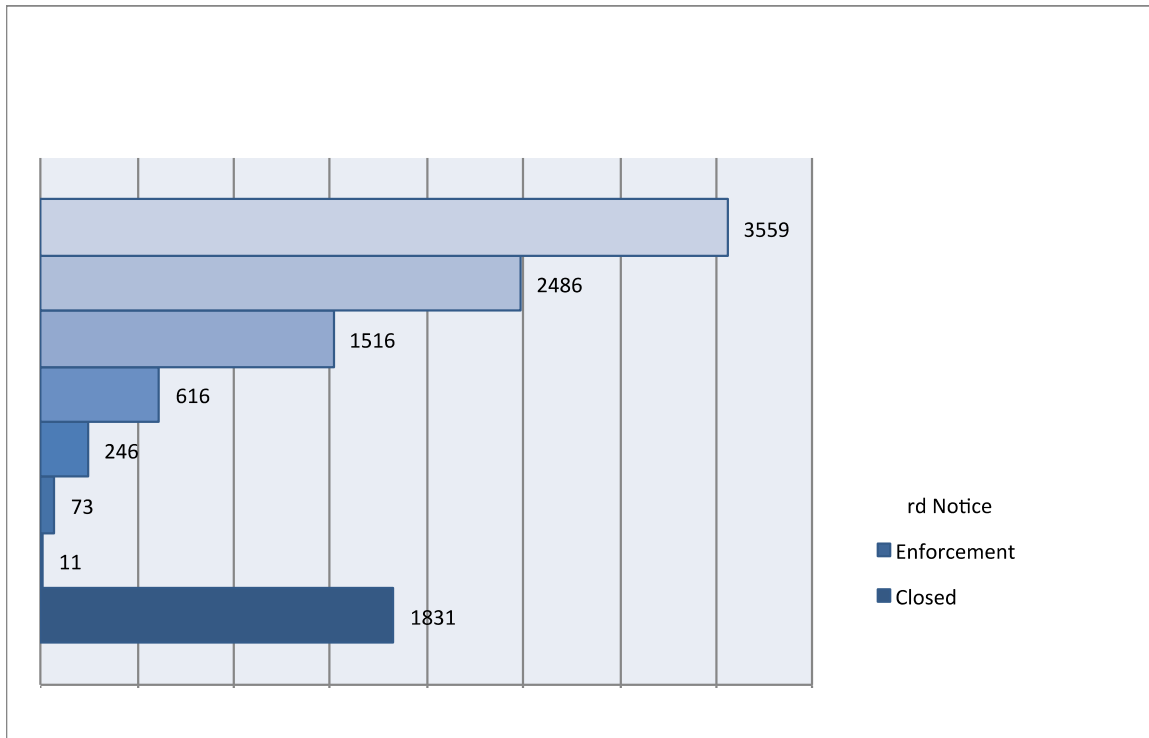
As of 31 May 2013, the Year One Audit Program was complete. A full audit report with a summary of results will be published in June 2013.

Year-1 Audit Program Milestone Dates							
Request for Info			Audit Phase		Reporting Phase		Remediation
1 <sup>st</sup> Notice	2 <sup>nd</sup> Notice	3 <sup>rd</sup> Notice	Begin	End	Begin	End	
26 Nov. 2012	17 Dec. 2012	28 Dec. 2012	7 Jan. 2013	12 April 2013	15 April 2013	19 April 2013	22 April 2013

To conclude the Year One Audit Program, ICANN followed up with an “Audit and Remediation Continuous Improvement Survey” to the participants. The overall satisfaction on communication, process and tool are reflected below:



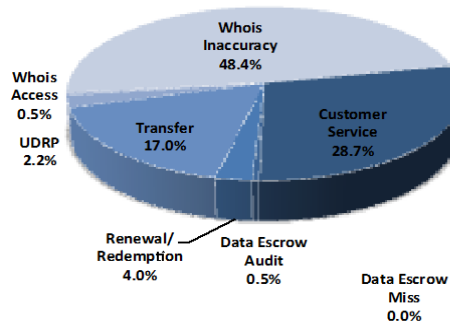
### Complaints Handling and Enforcement Summary



ENFORCEMENT ACTIVITY for MAY 2013						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
7-May-13	28-May-13	Dattatec.com SRL	1388	Breach	Cured	Take reasonable steps to investigate claimed Whois inaccuracies
					Cured	Maintain and provide communication records (RAA 3.4.2/3)
					Cured	Link to ICANN's registrant rights & responsibilities website (RAA 3.9)
					Cured	Pay accreditation fees (RAA 3.9)
7-May-13	29-May-13	DomainSnap, LCC	1554	Breach	Data under review by ICANN	Pay accreditation fees (RAA 3.9)
8-May-13	30-May-13	Internet Solutions (Pty) Ltd.	1079	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 3.9)
ENFORCEMENT UPDATES from PRIOR MONTHS						
18-Jan-13	8-Feb-13	Cheapias.com Inc.	1039	Breach	Cured	Provide communication records (RAA 3.4.3)
					Cured	Provide a reasonable opportunity to unlock the domain name (IRTP 5)
					Cured	Provide AuthInfo code (IRTP 5)
23-Apr-13	14-May-13	Basic Fusion, Inc.	813	Breach	Data under review by ICANN	Pay accreditation fees (RAA 3.9)
					Data under review by ICANN	Communicate contact data changes (RAA 5.11)
23-Apr-13	14-May-13	A. Telecom, S.A.	1458	Breach	Cured	Pay accreditation fees (RAA 3.9)
					Data under review by ICANN	Communicate contact data changes (RAA 5.11)
23-Apr-13	14-May-13	Dotted Ventures, Inc.	833	Breach	Voluntary termination	Pay accreditation fees (RAA 3.9)
25-Apr-13	16-May-13	DNS:NET Internet Service GmbH	643	Breach	Cured	Respond to audits (RAA 3.14)
					Cured	Maintain and provide communication records (RAA 3.4.2/3)
					Cured	Communicate contact data changes (RAA 5.11)
					Cured	Pay accreditation fees (RAA 3.9)
26-Apr-13	17-May-13	Ground Internet, Inc.	936	Breach	Cured	Pay accreditation fees (RAA 3.9)
26-Apr-13	17-May-13	Eserver SRL	1497	Breach	Data under review by ICANN	Pay accreditation fees (RAA 3.9)
					Data under review by ICANN	Communicate contact data changes (RAA 5.11)

Compliance Performance Results May 2013

Compliance - May 2013



2,445 Complaints  
11 Enforcement Actions

	May 2013	All Complaints Received by Type	Quantity
Prevention Phase		Customer Service	702
		Data Escrow Audit	12
		Transfer	415
		UDRP	55
		Renewal/Redemption	65
		Whois Access	13
		Whois Inaccuracy	1,183
		<b>Total Complaints</b>	<b>2,445</b>
Enforcement Phase		Breach	11
		Suspension	0
		Terminated / Non-Renewal	0