

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

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General Update

ICANN's 48th Public Meeting in Buenos Aires, Argentina 17 – 21 November 2013

At the Buenos Aires meeting, the Contractual Compliance team provided the community with a program update inclusive of all current and new activities, held three outreach sessions, and participated in the session on Improving WHOIS – An Update. Read more at:

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

2013 Registrar Accreditation Agreement Update

WHOIS Format, one of the 2013 RAA sections that became effective upon contract signing, has the most complaints of non-compliance. The most common issues identified and being worked on are: incorrect spacing between fields, fields being out of order or missing, extra fields or wording (e.g. links to registrar's website, sales information) and in some cases legal disclaimer before Registrant information.

Bulk WHOIS Inaccuracy Tool

As communicated in the [2013 October Update](#), ICANN launched the new bulk complaint tool for “power” users who submit many inaccuracy complaints instead of having to submit each complaint individually.

Although no bulk complaints were filed in November, five users confirmed

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.

interest in submitting complaints using this tool. Some are already approved while others are in the onboarding process.

To inquire about access to the bulk WHOIS inaccuracy complaint tool, please email compliance@icann.org, Subject: Inquiry about WHOIS Bulk Submission.

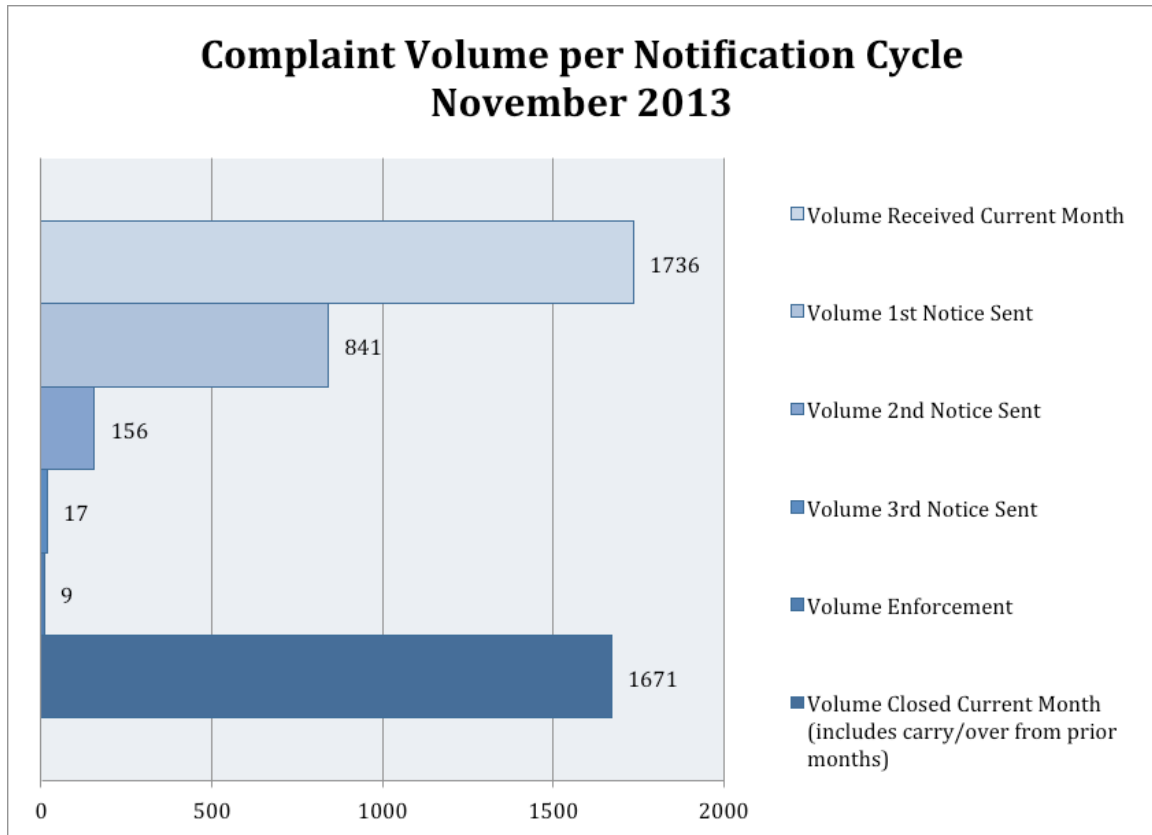
Audit Program Year Two Update

In November, the Contractual Compliance Audit Program completed the Request for Information (RFI) Phase and began the Audit Phase with the full review of the submitted audit data. Seven registrars failed to provide the requested audit data during the RFI phase; this resulted in Notices of Breach. Please refer to the Enforcement Activity summary table below for details.

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

Complaints Handling and Enforcement Summary



- **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 NOVEMBER 2013						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
22-Nov-13	17-Dec-13	Visesh Infotecnics Ltd. dba Signdomains.com	249	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
22-Nov-13	17-Dec-13	KuwaitNET General Trading Co	835	Breach	<i>Cure Period extended to 1 Jan 14</i>	Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
						Pay accreditation fees (RAA 3.9)
22-Nov-13	17-Dec-13	DropLabel.com	1073	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
22-Nov-13	17-Dec-13	Astutium Limited.com	1471	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
22-Nov-13	17-Dec-13	Asadal Inc	632	Breach		Maintain and provide communication records (RAA 3.4.2/3)
						Pay accreditation fees (RAA 3.9)
22-Nov-13	17-Dec-13	ABSYSYSTEMS INC dba yournamemonkey.com	1261	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
22-Nov-13	17-Dec-13	21Company, Inc. dba 21-domain.com	897	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
22-Nov-13		Dynamic Dolphin, Inc.	941	Termination		Material misrepresentation, inaccuracy, or materially misleading statement in application for accreditation o accompanying documents (RAA 5.3.1)
ENFORCEMENT UPDATES from PRIOR MONTHS						
4-Oct-13	25-Oct-13	Dynamic Dolphin, Inc.	941	Breach		<i>Escalated to termination</i>
						Disclose and remove an officer and director convicted of a financial felony (RAA 5.3.3)
						<i>Escalated to termination</i>
						Enter into a registration agreement with RNH (RAA 3.7.7)
						<i>Escalated to termination</i>
						Abide by an ICANN Consensus Policy, IRTP
8-Oct-13	29-Oct-13	Pacnames Ltd.	103	Breach		Voluntary termination
				Suspension		Voluntary termination
						Maintain and provide communication records (RAA 3.4.2/3)
						Three Notices of Breach within a twelve-month period

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