

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

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General Update

Users Can Now Submit Whois Inaccuracies in Bulk

Starting 1 November 2013, “power” users who submit many inaccuracy complaints can use the new bulk complaint tool instead of having to submit each complaint individually.

The bulk submission tool was tested through a pilot program that ended on 11 October 2013.

As part of the pilot, the brand protection reporter submitted 340 complaints in total. A second user was approved for access to the production environment but did not use the tool during the pilot.

ICANN then conducted four outreach sessions to assess the effectiveness and efficiency of the process and bulk submission tool. The participants were mostly interested in the pilot summary and next steps; no additional feedback was provided.

ICANN thanks the registrars and the participating reporters for their collaboration.

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

2013 RAA Readiness Update

The Contractual Compliance team finalized and published on ICANN.ORG the

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.

Learn More updates, two new complaint forms and the revised complaint forms to support the 2013 RAA sections that became effective upon contract signing. The two new Learn More pages (and complaint forms) are: [Privacy/Proxy Registration Service](#) and [Whois Format](#). ICANN will create additional complaints to support the remaining 2013 RAA sections.

New Registry Agreement Readiness Update

Four new web forms and their related “Learn More” information were published on ICANN.ORG under [Registry Compliance](#). The new forms enable the Contractual Compliance team to receive, process, and manage as applicable certain non-compliance reports about the registries that are being approved through the new gTLD Program. The reports can be related to a registry’s alleged violation of its public interest commitments or registration restrictions in its registry agreement, or failure to comply with some of the provisions of the Uniform Rapid Suspension System. Reports may also be about sunrise registrations, but only to claim that, after the reporter properly went through the registry operator’s published Sunrise Dispute Resolution Policy (SDRP), the registry operator did not follow its SDRP.

Audit Program Year Two Update

On 1 October 2013, ICANN launched the Contractual Compliance Audit Program Pre-Audit Notification Phase and issued 322 Requests for Information (RFI) via email and fax to 317 Registrars and five top-level domains. During the RFI Phase, and as called for, ICANN will follow the contractual compliance 1-2-3 notification process with a turn-around time of 15 working days for first notice, five for second notice and five for third.

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

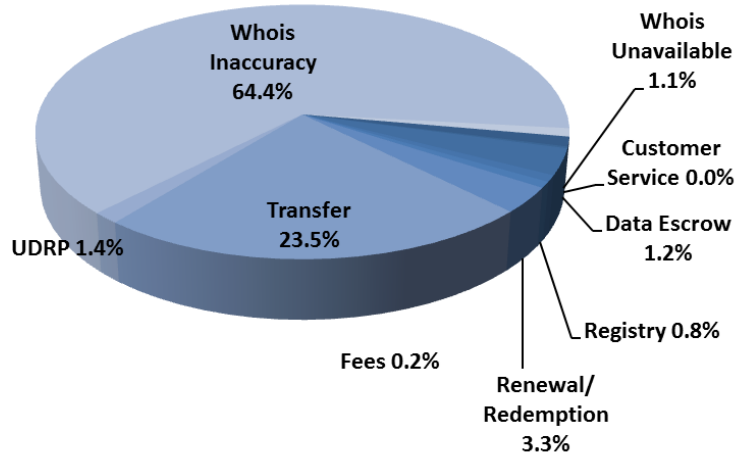
On 16 October 2013, ICANN conducted Audit Outreach to review the Audit Program approach and timeline and to address any related questions. As a result of the outreach activity, ICANN published an updated list of Frequently Asked Questions (FAQ) on <http://www.icann.org/en/resources/compliance/audits>.

Please send your questions to ComplianceAudit@icann.org.

Complaints Handling and Enforcement Summary

Volume Received Current Month

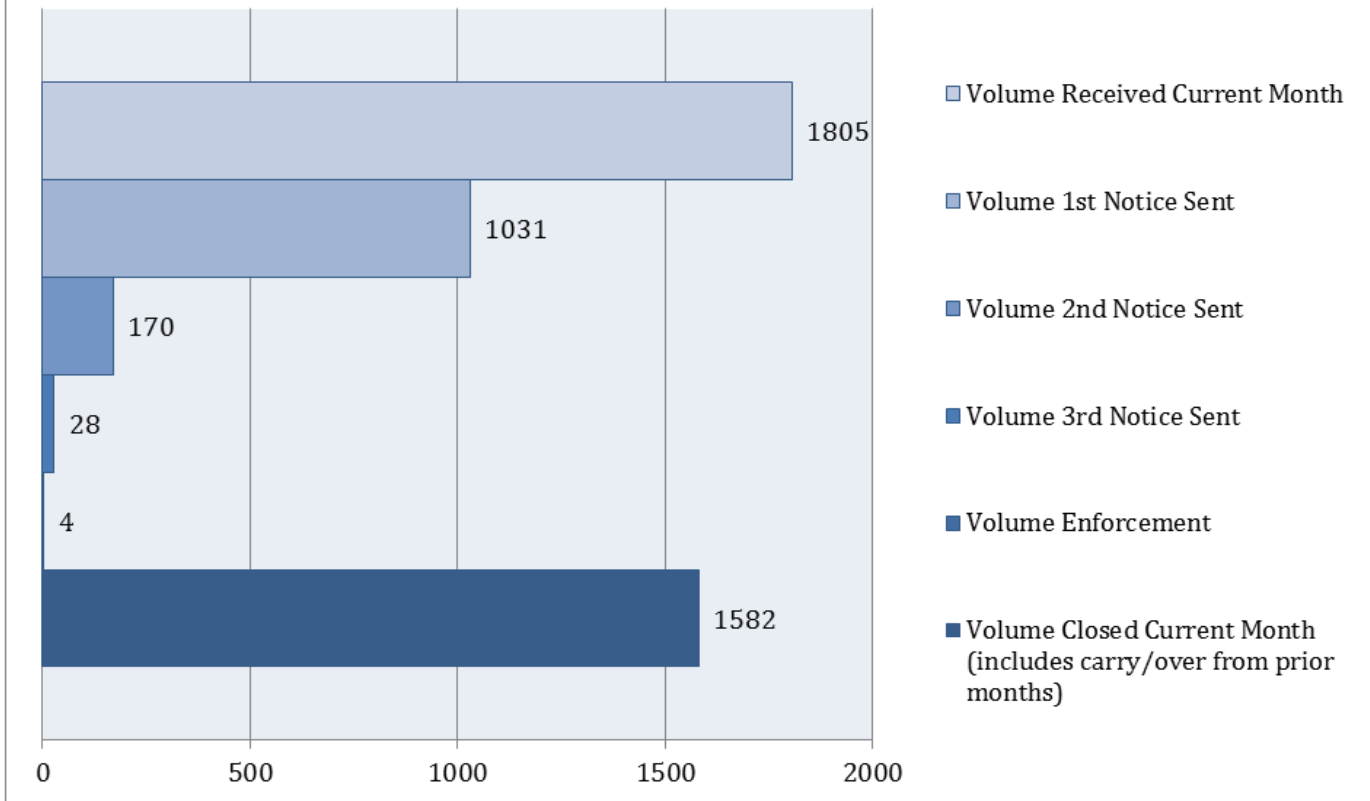
October 2013



Complaints

Type	Quantity
Customer Service	0
Data Escrow	22
Fees	4
Other	60
Registrar Contact	15
Registry	14
Renewal/Redemption	59
Transfer	424
UDRP	26
Whois Inaccuracy	1162
Whois Unavailable	19
Total Complaints Processed	1,805
Total Complaints Closed	1,582

Complaint Volume per Notification Cycle October 2013



- **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 OCTOBER 2013						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
4-Oct-13	25-Oct-13	Dynamic Dolphin, Inc.	941	Breach	<i>Data and Documents under review by ICANN</i>	Disclose and remove an officer and director convicted of a financial felony (RAA 5.3.3)
					<i>Data and Documents under review by ICANN</i>	Enter into a registration agreement with RNH (RAA 3.7.7)
					<i>Data and Documents under review by ICANN</i>	Abide by an ICANN Consensus Policy, IRTP
8-Oct-13	29-Oct-13	Pacnames Ltd.	103	Breach	<i>Data and Documents under review by ICANN</i>	Maintain and provide communication records (RAA 3.4.2/3)
				Suspension	<i>Suspension period: from 1-Nov-13 to 30-Jan-14</i>	Three Notices of Breach within a twelve-month period
11-Oct-13		Cheapies	1039	Termination		Provide the RNH with the FOA (IRTP 3)
						Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
						Communicate contact data changes (RAA 5.11)
ENFORCEMENT UPDATES from PRIOR MONTHS						
11-Sep-13	2-Oct-13	Register.com, Inc.	627	Breach	Cured	Maintain and provide communication records (RAA 3.4.2/3)
					Cured	Enter into a registration agreement with RNH (RAA 3.7.7) or explain Registrar Services use (RAA 1.11)
					Cured	Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
					Cured	Escrow registration data (RAA 3.6)
13-Sep-13	4-Oct-13	Cheapies.com, Inc.	1039	Breach	<i>Escalated to termination</i>	Provide the RNH with the FOA (IRTP 3)
				Breach	<i>Escalated to termination</i>	Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
				Suspension	<i>Escalated to termination</i>	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.