

**ICANN's Whois Data Accuracy and Availability Program:
Description of Prior Efforts and New Compliance Initiatives**

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I. INTRODUCTION

ICANN recently launched a new program to address Whois related compliance issues. The program includes an annual Whois data accuracy audit, ongoing monitoring of registrars' Whois servers for functionality, and the annual publication of a statistical summary of information gathered from the Whois Data Problem Report System (WDPRS).

This new program is designed to better pursue Whois compliance by gTLD registrars and improve Whois accuracy.

The information below describes existing ICANN efforts to address Whois issues; the purpose of the new program; detailed descriptions of the Whois audits that ICANN will commence over the course of calendar year 2007; and a detailed summary of WDPRS statistics for 2006.

ICANN invites comments regarding this program as it continues to consider ways in which Whois-related compliance matters can be better addressed going forward.

II. PURPOSE OF ICANN'S WHOIS DATA ACCURACY AND AVAILABILITY PROGRAM

Whois compliance remains a priority for ICANN in 2007. As the number of domain name registrations continues to rise every year, the demand for Whois data accuracy and Whois data accessibility continues to grow. In response to these growing demands, ICANN has determined that it is necessary to augment its current Whois compliance program by engaging in regular Whois data accuracy audits and Whois accessibility monitoring and audits.

III. PAST STEPS TAKEN BY ICANN TO IMPROVE WHOIS DATA ACCURACY

ICANN has taken steps over the years to continually improve Whois data accuracy and encourage Whois related compliance within the registrar community. Some of the steps taken include:

- On 10 May 2002, ICANN provided a reminder to registrars of the importance of understanding their obligations regarding the accuracy of Whois data in a "Registrar Advisory Concerning Whois Data Accuracy" <<http://www.icann.org/announcements/advisory-10may02.htm>>.
- On 3 September 2002, ICANN announced additional steps taken to attempt to improve the accuracy of Whois data, see Announcement on Steps to Improve Whois Data Accuracy <<http://www.icann.org/announcements/announcement-03sep02.htm>>. As a part of that, ICANN developed a system for receiving and tracking complaints about inaccurate or incomplete Whois data. The first annual report on the "Whois Data Problem Reports System" was published on 31 March 2004 and covered information about that process <<http://www.icann.org/whois/wdprs-report-final-31mar04.htm>>.
- On 27 March 2003, ICANN adopted the Whois Data Reminder Policy (WDRP) <<http://www.icann.org/registrars/wdrp.htm>> as a consensus policy. The WDRP requires that a registrar present current Whois information to each registrant at least annually and remind the registrant that the provision of false data can be grounds for cancellation of a registration. Registrants must review their Whois data and make any necessary corrections.
- On 3 April 2003, shortly after adopting the WDRP, ICANN issued a "Registrar Advisory Concerning the '15-day Period' in Whois Accuracy Requirements" <<http://www.icann.org/announcements/advisory-03apr03.htm>>. That advisory provided guidance on a registrar's right to cancel a registration because of a registrant's (i) "willful provision of inaccurate or unreliable information"; (ii) "willful failure promptly to update information;" or (iii) a "failure to respond for over fifteen calendar days to inquiries by Registrar concerning the accuracy of contact details." The advisory also reiterated that a registrar has the right to cancel a registration in such cases, but is not required to do so.
- In October 2004, ICANN began conducting annual WDRP compliance audits, the results of which were posted online <<http://www.icann.org/whois/WDRP-Implementation-30Nov04.pdf>> and <<http://www.icann.org/whois/wdrp-survey-report-30nov05.pdf>>.
- As part of the registrar accreditation renewal process begun in 2005, ICANN has reviewed every renewing registrar's level of compliance with the WDRP and required non-compliant registrars to come into compliance before permitting renewal of accreditation.
- On 1 June 2006, ICANN initiated use of a "limiter" at <http://wdprs.internic.net> to prevent abusive report submissions. ICANN has noted previously that some users of the WDRS have abused the system by filing redundant, repetitive reports in short amounts of time.

Registrars have complained that these notices can often be attributed to the manner in which a domain name is used (e.g. to send spam), but not necessarily to inaccurate Whois data. Registrars further observed that these redundant reports adversely impact their ability to timely act on legitimate, unique complaints. The use of the limiter has allowed the WDPRS to handle reports involving an additional 8,810 domain names over last year, while decreasing the aggregate number of reports by 1,475.

- In November 2006, ICANN hired a Director of Contractual Compliance to monitor compliance with ICANN agreements, including Whois data accuracy and Whois data accessibility provisions. The ICANN budget for the fiscal year beginning 1 July 2007 also allows for the hiring of two additional full-time positions within the Contractual Compliance department to support the enhancement of the Contractual Compliance Program and allow for the aggressive pursuit of suspected noncompliant parties.

IV. WHOIS DATA ACCURACY AUDIT

ICANN will commence a Whois data accuracy audit during the 2007 calendar year that will include manual examinations of thousands of Whois data fields as well as testing to determine if ICANN Accredited Registrars are investigating and correcting Whois related contact details in response to inaccuracies reported through ICANN's Whois Data Problem Report System (WDPRS).

Objectives

ICANN's objectives in conducting the Whois data accuracy audits are:

- to improve overall Whois data accuracy,
- to assess compliance with Registrar Accreditation Agreement requirements concerning Whois data accuracy, and
- to assess the effectiveness of the Whois data accuracy audit as a tool for improving data accuracy.

Each year ICANN will publish the findings from the Whois data accuracy audits and consider ways in which the audit process might be improved to meet the objectives set forth above.

Audit Procedure

ICANN will conduct Whois data accuracy audits on an annual basis, at an undisclosed time.

1. Domain name data will be obtained from registries and other parties to perform an independent assessment of Whois data accuracy.
2. Upon receiving domain name data from registries and other parties, ICANN will randomly sample registered domain names from every active ICANN accredited registrar and attempt to verify the validity of the Whois data for each name using independent

sources. Where verification is not possible, ICANN will attempt to contact the registrant of record via electronic mail and request a response within a specific period of time.

3. Those registrants who do not respond to ICANN's electronic mail messages or whose Whois data fields are determined to contain inaccurate information will be reported to the registrar of record via the WDPRS. (ICANN will use an alias business name during the WDPRS process in an attempt to prevent special treatment of ICANN's correspondences.)
4. Consistent with the WDPRS process, after 45 days ICANN will examine the current Whois data for names that were previously believed to be inaccurate to determine if the information was corrected, the domain name was deleted, or there was some other disposition.
5. ICANN will perform calculations to assess Whois accuracy of the sample analyzed and extrapolate those calculations to draw conclusions regarding the entire Whois universe, and report findings on its web site.
6. In future audits, ICANN will compare findings over time to help measure the program's effectiveness.

Follow-Up

- The registrars that fail to take any action regarding the WDPRS reports filed concerning domain names registered through their companies will be notified of their failure to comply with Section 3.7.8 of the Registrar Accreditation Agreement (RAA), which requires registrars to take reasonable steps to investigate and correct contact details in response to any reported inaccuracy.
- These registrars will be requested to respond in five business days with details regarding why the inaccuracy was not addressed and how future cases will be handled to prevent such failures from recurring.
- ICANN will take appropriate action depending on the information contained in the responses received, consistent with its compliance escalation procedures.
- At the close of each audit period, ICANN will publish findings and an assessment of the usefulness of the audit.

V. REGISTRAR WHOIS COMPLIANCE MONITORING PROGRAM

ICANN is currently developing a new program to monitor and enforce registrar compliance with port 43 Whois service requirements that will include both automated Whois server testing and manual reviews of registrar Whois output on a regular basis.

Objectives

The Registrar Accreditation Agreement requires each registrar to provide free Whois service via port 43, allowing query-based access to up-to-date (i.e., updated at least daily) data concerning all active registered gTLD names under the registrar's sponsorship. (See [RAA section 3.3.1.](#)) Although ICANN has enforced compliance with this RAA provision where deficiencies were observed or reported, ICANN's Contractual Compliance Department is currently developing software to monitor registrar compliance with this requirement on a regular and ongoing basis.

By automating Whois compliance testing, ICANN will be able to:

- more quickly discover and address Whois service failures,
- enhance the overall stability of the domain name system through more timely resolution of technical and legal issues, and
- improve efficiency of inter-registrar transfers, helping promote competition among registrars.

Audit Procedure

ICANN's new registrar Whois compliance program will involve both automated processes and manual audit procedures to ensure that registrars' port 43 Whois services are both functioning and responding to Whois queries with appropriate data in conformance with the requirements of the RAA.

Automated Whois Monitoring Procedure

1. For each active registrar, ICANN will randomly select three gTLD names on a weekly basis.
2. Software will perform Whois queries for one of the three names at each registrar, first querying the registry's port 43 service (to ensure the name is still registered at the same registrar) and then querying the registrar's port 43 service. Both responses will be logged in the event human review is required.
3. The registrar's Whois response will be parsed by a Perl script to determine whether there is indeed a response and whether the response appears to be a Whois record (as opposed to an error message or garbage data).
4. If the Whois output is deemed satisfactory, the result will be logged and the test will be repeated in seven days using a newly selected domain name. If the Whois output is deemed unsatisfactory, the result will be logged and the test will be repeated in one hour, using all three domain names. If any of the follow-up tests fail, ICANN's compliance staff will be notified of the failure(s) in real time (via RSS or email), and the unsuccessful tests will be repeated hourly until results are satisfactory. After ICANN's software has been sufficiently beta-tested, the program will be enhanced to contemporaneously notify the registrar upon any failure.

5. ICANN's compliance staff will investigate Whois failure notices by reviewing the Whois output to determine whether there is a genuine compliance issue, and if so, by contacting the registrar to resolve the issue in accordance with ICANN's compliance escalation procedures.

Manual Whois Audits

- Using data compiled by the automated Whois monitoring software, compliance staff will review registrar Whois uptime statistics to address potential compliance issues involving failure to consistently provide robust Whois service.
- In addition, by reviewing recently logged Whois queries and records, ICANN compliance staff will undertake audits of all registrars' Whois output to ensure that its form meets the requirements of the RAA.
 - All registrars' Whois output will be audited annually. To ensure adequate ICANN resources to address issues with registrars that are discovered during the Whois audit process, audits will be conducted on a rolling schedule throughout the year.
 - Each Whois record will be reviewed for population of the following data fields:
 - The name of the registered name
 - The names of the primary nameserver and secondary nameservers for the registered name
 - The identity of registrar (which may be provided through the registrar's website)
 - The original creation date of the registration
 - The expiration date of the registration
 - The name and postal address of the registered name holder
 - The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the technical contact for the registered name
 - The name, postal address, e-mail address, voice telephone number, and (where available) fax number of the administrative contact for the registered name

Follow-Up

As noted above, ICANN's automated Whois compliance testing system will maintain detailed logs of both successful and failed Whois lookup attempts. ICANN staff will periodically review logged data and be able to quickly generate historical Whois failure statistics. This data will be used to focus future compliance efforts on perennially non-compliant registrars and as a potential indicator (among others) of larger operational issues that could lead to registrar failure. As trends in Whois compliance are observed, ICANN will publish its analysis on the compliance section of its website.

VI. COMMUNITY EXPERIENCES WITH THE INTERNIC WHOIS DATA PROBLEM REPORT SYSTEM

Executive Summary

This Report summarizes ICANN's experience with the operation of the Whois Data Problem Report System (WDPRS) during a 12-month reporting period that ended 28 February 2007. ICANN developed this system to receive and track complaints about inaccurate or incomplete Whois data entries. Individuals who encounter such entries may notify ICANN by completing an online form, which is then forwarded to the registrar of record for appropriate action. The WDPRS is one of the tools that ICANN uses to improve the accuracy of Whois data.

Through the WDPRS, ICANN is able to track how many reports are filed and confirmed by the reporter so they may be sent to the registrar of record. After forty-five days, ICANN asks the person filing the report to complete the process by performing a follow-up review, which involves checking the Whois data again and indicating whether (i) the data was corrected; (ii) the domain name was deleted; (iii) the data was unchanged; or (iv) there is some other disposition.

The WDPRS is one of the tools used by ICANN to improve Whois data accuracy and assist users in resolving Whois data accuracy disputes. In collaboration with the Internet community, ICANN will continue to explore measures to improve compliance with Whois provisions in ICANN agreements. The information provided through this report indicates that ICANN's current tools, including the WDPRS, continue to serve as valuable resources for users attempting to resolve Whois data accuracy claims.

In the most recent reporting period, there were 50,189 reports for which ICANN received follow-up responses during the year. Of these, 34,029 unique domain names were subject to reports. Thus, 16,160 duplicate reports were submitted.

As in previous years, a great majority of reports were filed by a small number of individuals. One individual this year filed nearly 40% of all reports received. The top 20 contributing individuals accounted for over 83% of the 50,189 reports. The fact that less than 1% of reporters accounted for almost 90% the reports presents an issue for statistical analysis of the data. The methodology we use for analysis depends on the judgments of the reporters, and hence any bias

or skew in the judgments of that industrious 1% may affect the conclusions drawn. Because of this concern, ICANN staff did an independent analysis of approximately 16,000 of the domain names (described below) and the report indicates differences between the data sets.

The analysis performed on the data indicates that approximately 35% of the names reported were corrected, suspended, or are no longer registered (a total of 11,910 names fall in these categories). This number of names identified as corrected is 3,978 lower than the number in last year's report. This drop is believed to be due primarily to three reasons: ICANN tightened the definition of names qualifying as "suspended", reducing that number; rather than deleting names, some registrars are believed to "park" the names, with the registrant's use of the name apparently disabled; and a reduction in the preciseness of reports furnished by reporters.

The total number of reports handled by the WDPRS during this reporting period (50,189) was slightly lower than the number of reports handled by the WDPRS in the last reporting period (51,664). This was likely due to the implementation of a limiter that prevents users from filing reports regarding domain names that were reported within the prior five days. On 1 June 2006, ICANN initiated use of a "limiter" at <http://wdprs.internic.net> to prevent abusive report submissions. ICANN has noted previously that some users of the WDPRS have abused the system by filing redundant, repetitive reports in short amounts of time. Registrars have complained that these notices can often be attributed to the manner in which a domain name is used (e.g. to send spam), but not necessarily to inaccurate Whois data. Registrars further observed that these redundant reports adversely impact their ability to timely act on legitimate, unique complaints. The use of the limiter has allowed the WDPRS to handle reports involving an additional 8,810 domain names over last year, while decreasing the aggregate number of reports by 1,475.

Applicable Provisions of the ICANN Registrar Accreditation Agreement

The Registrar Accreditation Agreement ([RAA](#)), which governs the relationship between ICANN and all accredited registrars, sets out several obligations for registrars with regard to Whois data accuracy. Specifically, registrars must:

- Require each registrant to submit (and keep updated) accurate contact details (RAA ¶ 3.7.7.1 <<http://www.icann.org/registrars/ra-agreement-17may01.htm#3.7.7.1>>);
- Provide both a web-based and Port 43 Whois service providing access to complete contact information for all TLDs covered under the RAA (RAA ¶ 3.3.1 <<http://www.icann.org/registrars/ra-agreement-17may01.htm#3.7.7>>);
- Require registrants to agree that willfully submitting inaccurate contact details (or failing to respond within 15 days to an inquiry regarding accuracy) shall be a basis for cancellation of the registration (RAA ¶ 3.7.7.2 <<http://www.icann.org/registrars/ra-agreement-17may01.htm#3.7.7.2>>); and
- Take reasonable steps to investigate and correct the contact details in response to any reported inaccuracy (RAA ¶ 3.7.8 <<http://www.icann.org/registrars/ra-agreement-17may01.htm#3.7.8>>).

Implementation of the Whois Data Problem Report System (WDPRS)

In order to assist registrars in complying with the contractual obligations outlined above, ICANN implemented the Whois Data Problem Report System (WDPRS) on 3 September 2002. The goal of the WDPRS is to streamline the process for receiving and tracking complaints about inaccurate and incomplete Whois data, and thereby help improve the accuracy of Whois data. Since launching the WDPRS, several improvements were made to simplify the reporting process and automate the report investigation and registrar notification processes. Further technical enhancements are planned that will allow for enhanced statistical reporting of registrar report handling to ICANN Compliance staff.

Reports of inaccurate Whois data under the WDPRS are submitted through the InterNIC website, operated by ICANN as a public resource containing information relating to domain registration services. The centerpiece of the WDPRS is a centralized online form, available at <http://wdprs.internic.net>, for submitting reports about Whois data inaccuracies. The form requests Internet users (called "reporters" in this context) to specify the domain name they believe is inaccurate and their name and email address. After submitting this information, the reporter is shown the Whois record for that domain name, and asked to specify the inaccuracy or inaccuracies. The system then sends the reporter an email request for confirmation of the report. The reporter then has five days to acknowledge the request or the report will be deleted.

Once the report is confirmed by the reporter, it is automatically forwarded to the registrar of record for handling. Forty-five days later, a follow-up questionnaire is sent to the reporter, asking whether the inaccurate data was corrected, whether the name was deleted, whether there was no change, or whether there was some other disposition. The aggregate data collected during this final step is used by ICANN compliance staff to follow up with registrars as needed to ensure compliance with the requirements of the Registrar Accreditation Agreement.

Statistics from Operation of the WDPRS

The following sections provide a statistical summary of operation of the Whois Data Problem Report System. These statistics cover the operation of the system from the last report's cut-off date of 28 February 2006 until this year's cut-off date of 28 February 2007. It includes information concerning: (A) the number of Whois data inaccuracies reported; (B) the number of unique domain names with reported inaccuracies; and (C) registrar handling of the submitted reports.

Reported Data Inaccuracies

A total of 50,189 confirmed Whois Data Problem Reports, involving 34,029 unique domain names, were completed by the submission of a follow-up report by the reporter during this reporting period. The 2006 Report indicated that 51,664 submissions had been confirmed during that reporting period, involving 25,219 unique domain names.

On a per TLD basis, .com represented 74.43% of confirmed reports, with .net and .info constituting 13.36% and 8.28% respectively. When scaled by the total number of registrations in

each TLD, .info domain names were the subject of the most reports. Approximately 7 domain names were subject to report(s) for every 10,000 .info registrations. The statistics for these and the other gTLDs are included in the following table:

TLD	# Reports	% Reports	Reports per 10,000 registrations	# Unique Reports	% Unique Reports	Unique Reports per 10,000 registrations*
.com	37,357	74.43%	6.35	25,136	73.87%	4.27
.net	6,707	13.36%	7.75	4,734	13.91%	5.47
.info	4,154	8.287%	10.98	2,563	7.53%	6.77
.biz	484	.97%	3.10	311	.91%	1.98
.org	1,482	2.95%	2.70	1281	3.76%	2.33
.name	4	< .01%	0.18	4	< 0.01%	0.175
total	50,189	100%	6.39	34,029	100%	4.33

* Based on registrations as of 30 November 2006.

It is unclear why .info names were the subject of more WDPRS reports per 10,000 registrations than the other TLDs. (The .info ratio has dropped from last year.) This TLD has been offered by some registrars at promotional prices – in some cases .info names have been offered at no cost – but further research into the relationship between domain price and Whois data accuracy would be needed before any conclusions could be made.

A total of 2,437 different individuals submitted reports. On average, each reporter submitted approximately 24 reports, while some individuals submitted significantly more. Out of a total of 50,189 confirmed reports, the number of reports per individual for the top 20 reporters is as follows:

Top 20 Reporters	# Reports Submitted
1	19,873
2	3,408
3	2,926
4	2,848
5	2,366

6	2,282
7	2,261
8	1,412
9	1,394
10	1,263
Total	40,033

As this table shows, fewer than 0.5% of all those who filed reports (10 people) were responsible for over 87% (40,033 out of 50,189) of all Whois inaccuracy reports submitted to ICANN during the reporting period. The 2006 Report indicated that the top 20 reporters were responsible for over 59% (30,843 out of 51,664) of Whois inaccuracy reports. It is interesting to note that during the most recent reporting period, one user filed approximately 40% (19,873 out of 50,189) of all the Whois inaccuracy reports submitted to ICANN – a record. Nevertheless, individuals are also reporting single domains when they discover a problem – there were 1,086 individuals who submitted exactly one report.

From both anecdotal information received by ICANN and text accompanying the body of WDPRS reports received, we conclude that most, if not all, of the high volume reporters are driven by a concern about abuses involving email. In approximately 53% of the reports filed, the reporter indicated "spam," "phishing," or "fraud" in the comments accompanying the reports.

Unique Domain Names

A total of 34,029 unique domain names were the subject of Whois Data Problem Reports during this review period. As reported above, there were a total of 50,189 reports confirmed and completed. Accordingly, 16,160 of the reports were duplicate submissions.

In reviewing the twenty most-reported domain names, it appears that all were appropriately deleted, suspended, or corrected.

Registrar Handling

The following table characterizes the state of the reported Whois records as indicated by the follow-up reports provided to ICANN by the reporter:

Status	Domain Names	%
Inaccuracy Corrected	1,152	3.4 %
Domain Deleted	1,973	5.8 %
Other	1,917	5.6 %
Data Unchanged	28,978	85.2 %
Total	34,029	100 %

In order to better understand the nature of the reports marked "Other" or "Data Unchanged" ICANN staff reviewed 16,471 of the underlying Whois records and made the following observations: approximately 29% had in fact been deleted or suspended. Approximately 40% of them had Whois data that appeared to be accurate (note, however, that it is quite possible to supply Whois information that looks completely plausible, but is in fact bad). About 31% of the records appeared incomplete or clearly inaccurate.

	“Unchanged” or “Other” Domains Reviewed by ICANN Staff	
Actual Status	Domain Names	%
Suspended	3,240	19.7 %
Domain Deleted	1,514	9.2 %
Incomplete or Clearly Inaccurate Data	5,080	30.8 %
Whois Contained Plausible Data	6,637	40.3 %
Total Domains Reviewed	16,471	100 %

Combining the suspended or deleted domain names noted by ICANN staff with the user reports of corrected, suspended, or deleted domain names, we arrive at an estimate of 35% of reported domain names with bad data that were corrected, suspended, or no longer registered. An additional 28% of domains with clearly bad information were not changed. This leaves approximately 37% of reported domains' Whois data without obvious errors.

	Estimated Disposition of Unique Domains
Whois Corrected	3.4%
Domain Deleted	14.2%
Domain Suspended	17.9%
Whois Inaccurate or Incomplete	27.9%
Plausible Whois	36.6%

There are a number of explanations for the relatively high number of "unchanged" dispositions reported. The reporter may not have correctly interpreted the Whois data. Similarly, the domain name in question may have been placed in Registrar Hold status by the registrar, which would effectively prevent the domain name from functioning in any meaningful way, but this might not have been understood by the reporter. Additionally, a reporter might have been motivated to inaccurately report an "unchanged" status, believing this would punish a registrant or registrar perceived to be causing or allowing the transmission of spam or phishing email. Anecdotal evidence also indicates some registrars or their resellers may have effectively suspended users' use of domain names without deleting the names or placing them in clientHold status by resetting the nameservers to cause the domain name not to resolve or to resolve to a page controlled by the registrar. This apparent practice will be more closely investigated by ICANN to ascertain whether such measures comply with the Whois data accuracy requirements of the Registrar Accreditation Agreement.

In reviewing the number of reports filed per registrar, no pattern emerged in relation to registrar size and number of reports. Those registrars with larger numbers of unresolved WDPRS reports will be subjected to additional auditing later in the year.

Impact of WDPRS

There are several conclusions that can be drawn concerning the impact of the WDPRS.

ICANN's Whois Data Problem Report System continues to have a measurable impact on the accuracy of Whois data. Of the 34,029 unique domain names subject to WDPRS reports during this review period, we estimate that approximately 12,054 (35.4%) were deleted or suspended, or had correct Whois data supplied. An additional 12,449 (36.6%) domains had what appeared to be plausible Whois data, although practical constraints limited our ability to verify their accuracy with certainty.

The number of unique domain names subject to WDPRS reports increased.

Through ongoing monitoring of WDPRS complaints, ICANN has learned that some registrars did not purportedly receive forwarded complaints from ICANN due to spam-filtering or similar problems. ICANN has worked with several registrars to address this problem and will continue educational efforts to ensure greater compliance going forward.

ICANN will commence comprehensive Whois public access and data accuracy audits in 2007 as part of its updated Contractual Compliance Program. Scheduled dates for these audits have been published on ICANN's compliance webpage at <http://www.icann.org/compliance/>. These audits are intended to ensure compliance with ICANN agreements; registrar/registry outreach events are also planned throughout 2007 to aid in these efforts.

Although the 34,029 reported names with inaccurate Whois comprise a small fraction of the nearly 80 million gTLD registrations, ICANN continues its resolve to improve Whois data accuracy through community education and enforcement of its contracts with registrars. In addition, there is a presumption that these 34,000+ complaints were targeted at registrations that are sources of improper behavior and therefore curtailed that activity from those domain names.

Going forward ICANN will continue to improve the WDPRS tool and take steps to improve Whois accuracy overall. Areas of improvement will include increased implementation of and reliance on automation and on-line reporting tools and augmented staffing of the ICANN contractual compliance function so that patterns of noncompliance can be aggressively pursued.