

ICANN Compliance Audit - Registrar Audit Request for Information (RFI)

INSTRUCTIONS:

- * If you have any questions, please contact ICANN via eMail: complianceaudit@icann.org
- * For any documentation provided, please comply with local laws, if applicable, and redact any data deemed private (i.e. Personally Identifiable Information).
- * By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN Privacy Policy, and agree to abide by the website Terms of Service (links available below)

[Privacy Policy](#)

[Terms of Service](#)

INSTRUCTIONS CONCERNING LEVEL OF DETAIL SOUGHT (related to Questions 4, 5, 7 and 8)
 Information requested in the audit (hereinafter "records") should include the following data.

Please redact records to [remove personal data to] comply with applicable laws. Otherwise, the information sought includes:

- Time stamp/date of report(s) received
- Information that demonstrates the reporter's organization, as indicated in the report, if any
- Domain(s) subject to the report and type of threat(s) the reporter claims the domain represents
- Time stamp/date of Registrar's action(s) taken in response to the report, if any, and information that shows what action(s) were taken (ex: RNH contacted; domains suspended/deleted, etc.)
- Information that demonstrates whether the claimed threat(s) were removed or otherwise addressed

Request Index	RAA provision	Information Request
1	3.18.1 3.18.2	Please indicate the location of your contact information published (incl. email address) to receive reports of abuse involving your sponsored names, including reports of illegal activity. Are there any other means for reporting abuse to your registrar (e.g., web form, telephone, other email address, reseller's contact/website, etc.) also available?
2	3.18.2	Please indicate the location of a dedicated abuse report contact for law enforcement. If not published, please describe the options for law enforcement to reach the dedicated abuse report contact.
3	3.18.3	Please provide a brief description of your procedures for the receipt, handling, and tracking of DNS security threat/abuse reports, and a link to the location of this description on your website.
4	3.18.2	Please provide records, as defined in the instructions in row 5 above, ensuring such records are redacted to eliminate any personal data, showing actions taken related to five (5) reports of abuse you have received within the last 12 months from law enforcement, consumer protection, quasi-governmental or other similar authorities. If you received fewer than five reports, please provide records concerning all reports received. Please comment if you perform any other actions beyond requirements set by RAA (Optional request) If no reports were received, or if reports were received but no actions were taken, please state so. If you received reports of abuse from law enforcement, consumer protection, quasi-governmental or other similar authorities but cannot provide records showing actions taken related to five (5) reports of abuse you have received, please explain why. Your response should take into account RAA Section 3.18.3 which requires you to: 1) document receipt of and response to all abuse reports; 2) maintain the records related to such reports for the shorter of two (2) years or the longest period permitted by applicable law; and 3) to provide such records to ICANN upon reasonable notice. In addition, if you cannot provide the requested records, please provide other evidence demonstrating that you have complied with RAA 3.18.2.
5	3.18.1	Please provide records, as defined in the instructions in row 5 above, ensuring such records are redacted to eliminate any personal data, showing actions taken related to five (5) reports of abuse you have received within the last 12 months from parties unrelated to law enforcement, consumer protection, quasi-governmental or other similar authorities. If you received fewer than five reports, please provide records concerning all reports received. Please comment if you perform any other actions beyond requirements set by the RAA (optional request). If no reports were received, or if reports were received but no actions were taken, please state so.
6	3.18.3	Optional Request: When you receive reports of suspected abuse, are you consistently following your published domain name use and abuse policies? Are there situations that allow exceptions to these policies? Are there situations where your actions go beyond your published policies?
7	3.18.1 3.18.2	According to information available to ICANN, the relevant Registry Operator (RO) reported the domain names listed below as abusive. Please provide records, as defined in the instructions in row 5 above, ensuring such records are redacted to eliminate any personal data, pertaining to these reports and explain any action(s) taken to investigate and respond appropriately to these reports. If you did not receive any reports involving the domain names below, please respond with "Not received". If reports were received, but no records of actions were retained, please respond with "no records" and explain why no records were retained in this case.
a		"Abusive domains listed here" (up to 5)
8	3.18.1 3.18.2	The domain names listed below were listed as abusive (phishing, malware, botnets) by publicly-available Reputation Block Lists (RBLs). For each of the domain names listed below, please indicate whether you have received an abuse report for that domain name. For any five (5) of the domain names listed below for which you received an abuse report, (if you received fewer than five reports, please provide all reports received), please describe any actions taken by you to investigate and respond appropriately to these reports. If you received fewer than five reports, please describe any actions taken by you to investigate and respond appropriately in response to all reports received. Please also provide records, as defined in the instructions in row 5 above, ensuring such records are redacted to eliminate any personal data, pertaining to these reports. If reports were received, but no records of actions were retained, please respond with "no records" and explain why no records were retained in this case.
a		"Abusive domains listed here" (number - TBD)

This is provided for information purposes only. Please do not rely on it to make conclusions or business decisions.