

ICANN Org Registrant Program: Community Briefing on Raising Awareness about Registrant Issues and Challenges

ICANN65 Prep Week



12 June 2019

Webinar Agenda

- ⦿ About the Registrant Program
- ⦿ Ongoing activities and program goals
- ⦿ New Report: Data and Information from ICANN org related to registrant interactions
- ⦿ Looking ahead to ICANN65

About the Registrant Program

Registrant Rights and Responsibilities

- ⦿ Throughout all of ICANN's work, we endeavor to serve the global public interest, domain name registrants and end-users of the Internet by ensuring a secure and stable domain name system (DNS), all while promoting trust, choice, and competition in the industry. Domain name registrants are an integral component of the DNS; they are the entities or individuals that have acquired the right to use a domain name for a period of time via an agreement with a registrar or reseller.
- ⦿ Domain name registrants have important [rights](#), which include the right to access information from their registrar regarding the processes for registering, managing, transferring, renewing, and restoring domain name registrations. They also have important [responsibilities](#), which include notifying registrars of any changes in their contact information, and promptly responding to requests from registrars about information relating to their domain name registration.

Registrant Program Goals

- ⦿ Educating registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that impact them.
 - icann.org/registrants
- ⦿ Identifying and raising awareness about issues and challenges that registrants are facing.
 - Publishing ICANN data to inform community dialogue
 - Engagement/collaboration with relevant ICANN community groups
- ⦿ Ensuring that registrant perspectives are reflected in ICANN org ongoing work/services/reviews.

Program Goals – Education

- ⦿ Educating registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that impact them.
 - icann.org/registrants
- ⦿ Blogs; Information on ICANN policies that impact registrants; FAQs; other support to Org touch points with registrants



Resources

[▶ About ICANN](#)[▶ Board](#)[▶ Accountability](#)[▶ Governance](#)[▶ Groups](#)[Business](#)[Civil Society](#)[▶ Complaints Office](#)[▶ Contractual Compliance](#)[▶ Registrars](#)[▶ Registry Operators](#)

▼ Domain Name Registrants

[About Domain Names](#)[ICANN Policies](#)[Domain Name Industry](#)[Registering Domain Names](#)[▶ Managing Domain Names](#)[Transferring Domain Names](#)[Renewing Domain Names](#)[Rights and Responsibilities](#)[Spam, Phishing, and Website Content](#)[Trademark Infringement](#)[GDD Metrics](#)[▶ Identifier Systems Security, Stability and Resiliency \(ICANN IS-SRR\)](#)

Information for Domain Name Registrants

This page is available in: [English](#) | [العربية](#) | [Español](#) | [Français](#) | [Русский](#) | [中文](#)

News and Updates

- [Blog: Do you have a domain name? Here's what you need to know. Part V: Renewing Your Domain Name](#)
- [5 Things every Domain Name Registrant should know about ICANN's Expired Registration Recovery Policy \(ERRP\)](#)
- [Blog: New Report: Issues and Challenges Impacting Domain Name Registrants – \(Click Here to Download Full Report \[PDF, 294 KB\]\)](#)
- [Blog: Do you have a domain name? Here's what you need to know. Part IV: How to Protect Your Domain Name Against Domain Hijacking or Unauthorized Transfers](#)
- [Blog: Do you have a domain name? Here's what you need to know. Part III: Having Issues Transferring Your Domain Name?](#)

A domain name registrant is a person or entity that holds the rights to a domain name. As a domain name registrant, you have certain **rights and responsibilities**. Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration. Your responsibilities include providing accurate contact information for publication in the [WHOIS directory](#), promptly notifying your registrar of any changes to your contact information, and promptly responding to your registrar's request for information relating to your domain name registration.

If you have suggestions, or would like to submit an inquiry please contact [ICANN's Global Support Center](#).

Contractual compliance complaints can be submitted [here](#).

FAQs

- [FAQs for Registrants: Domain Name Renewals and Expiration](#)
- [FAQs for domain name registrants](#)
- [FAQs: Domain Name Registrant Contact Information and ICANN's WHOIS Data Reminder Policy \(WDRP\)](#)
- [FAQs: Transferring your domain name](#)
- [Various FAQs](#)

Registrant Program Sessions at ICANN Meetings

Program Goals – Raising Awareness and Outreach

- ⦿ Identifying and raising awareness about issues and challenges that registrants are facing.
 - Publishing ICANN data to inform community dialogue (Reports, other information)
 - Engagement/collaboration with relevant ICANN community groups (ALAC, NCSG RrSG and RySG, others; open community sessions at ICANN meetings)
 - Registrant topics being discussed at other relevant for a (DNS Forums, WSIS Forums, GDD Summit)

New Report - Volume 2: Issues and Challenges Impacting Domain Name Registrants

About the New Report

- ⦿ An ongoing activity of the ICANN Registrant Program is to identify and raise awareness amongst the community about some of the most common issues and challenges that domain name registrants face in managing their domain names and navigating the Domain Name System (DNS) ecosystem.
- ⦿ In an effort to spur discussion and thinking around these important issues, the ICANN organization is periodically publishing quantitative data from our touch points with registrants to inform the community.
- ⦿ <https://www.icann.org/en/system/files/files/domain-name-registrants-issues-challenges-report-29apr19-en.pdf>

About the New Report

- ⦿ This is the second iteration (Volume 2) of this reporting effort and provides data from the ICANN Contractual Compliance, ICANN Global Support Center (GSC), as well as some observations from the Inter-Registrar Transfer Policy (IRTP) Status Report and Office of the Ombudsman.
- ⦿ The first report was published in September 2018 and is available on the ICANN org registrant website. This report aims to build upon the data reported on and analyzed in Volume 1 and hopes to further inform the community about some of the common trends that ICANN org is seeing in regards to inquiries and questions domain name registrants are coming to us with.

ICANN Global Support Center (GSC) Experience

Registrant Contact Profile

- Small and medium business owners, individual Internet users, bloggers, and community site owners
- Most registrants consider their website to be mission critical and/or revenue impacting
- Most of the time, there is a heightened sense of urgency
- Sometimes regional challenges exist: Location and language of registrars vs. registrants
- Unaware of Internet community or ecosystem: ICANN, registries, registrars, resellers, hosting providers. Who to contact?
- Little or no technical background
- Usually lack domain management knowledge, resources & tools

ICANN GSC Summary Information

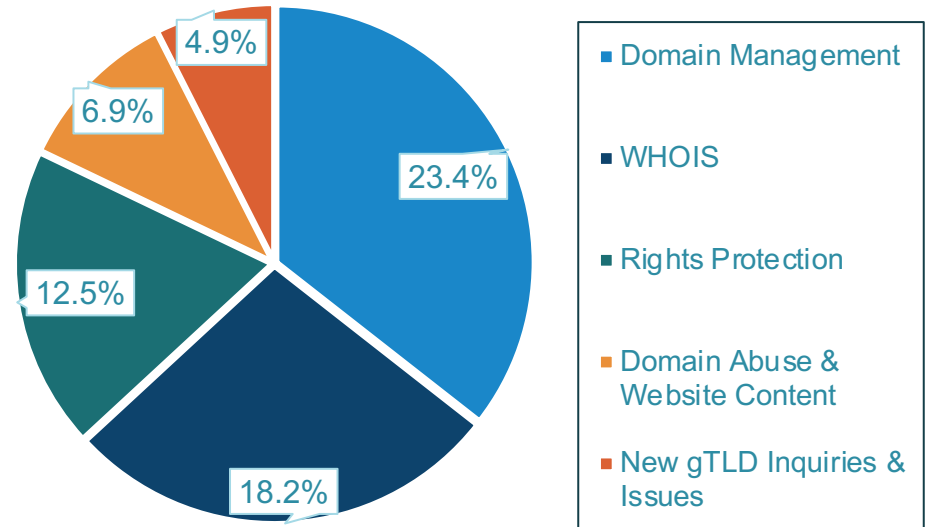
Observations

June – Dec. 2018

- **Registrants contact us through:**
 - Registrar or Reseller Referral
 - Internet Search
 - 'Contact Us' on icann.org
 - ICANN Complaints Office
 - Phone Call
- **Closed upon explanation / education**
 - Help identify their registrar
 - Process explanation
 - Direct to information on icann.org
 - Explain ICANN's role
 - Refer to ICANN Compliance
- **Volume Trends**
 - Fraud, Content Abuse, Phishing
 - Renewals & Transfer Issues
 - Rights Protection & Ownership Abuse
- **Volume Decrease Trends**
 - General Registrar-related Inquiries
- **Volume is unpredictable**

Top Drivers for Registrant Contacts (66% of 9,933 Inquiries)

Jun - Dec 2018

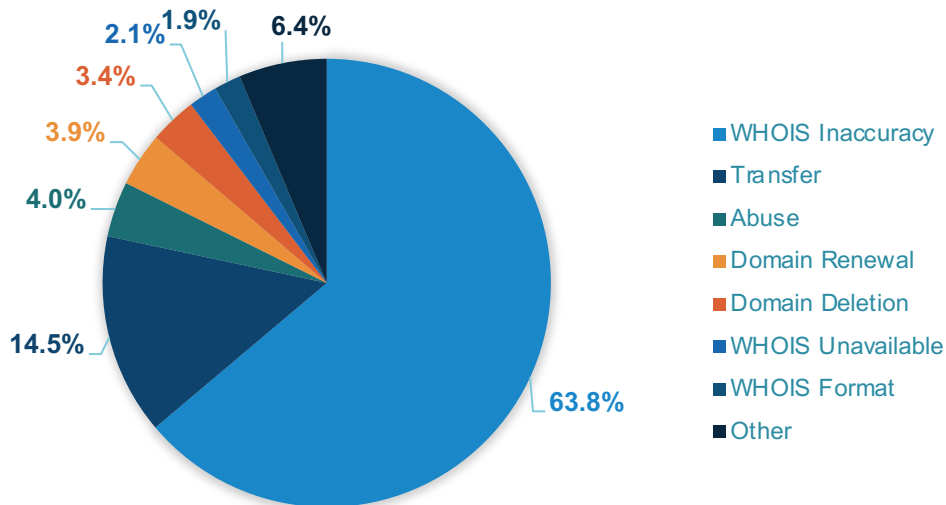


ICANN Contractual Compliance

- ⦿ Common complaint issue areas from registrants:
 - WHOIS inaccuracies
 - Transfers
 - Renewals
 - Deletions
 - UDRP

Data from ICANN Contractual Compliance

Registrar Complaint Volume by Complaint Type
October-December 2018



Note: complaints are submitted by various reporters, including registrants*

Contractual compliance data is a source to help identify registrant related topics.

If you have any Contractual Compliance related questions, email them to:
compliance@icann.org.

To view additional ICANN Contractual Compliance metrics, go to:
<https://features.icann.org/compliance>.

To learn more about the different complaint types, go to:
<https://www.icann.org/compliance/complaint>.

Registrar Complaint Volume & Distribution

Complaint Type	Q4 2018
Abuse	242
Customer Service	43
Data Escrow	70
Domain Deletion*	206
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	30
Domain Renewal*	235
Failure To Notify	10
Fees	7
Privacy/Proxy	9
Registrar Contact	35
Registrar Information Specification (RIS)	6
Registrar Other	23
Reseller Agreement	2
Transfer*	877
Uniform Domain-Name Dispute-Resolution (UDRP)*	54
WHOIS Format	117
WHOIS Inaccuracy*	3,860
WHOIS Service Level Agreements	95
WHOIS Unavailable	125
Total	6,046

Report Summary

- ⦿ During the GSC June-December 2018 reporting period, the top drivers for registrant contacts with GSC were general domain management issues, WHOIS verification and suspensions, rights protection, domain abuse and website content. These drivers constituted 66% of all registrant inquiries.
- ⦿ The most common GSC responses to domain management-related inquiries were about domain transfers to another registrant or registrar; renewing domain names including domain names that had expired; general domain name registration support; ccTLD issues or inquiries and general registrar customer service issues.

Report Summary

- ⦿ The most common complaint types filed by registrants with ICANN Contractual Compliance continue to be related to WHOIS Inaccuracies, Domain Deletion, Domain Renewal, Transfer and UDRP.
- ⦿ Both Contractual Compliance and GSC continue to receive the majority of inquiries/complaints from registrants related to WHOIS verification/inaccuracies, domain transfers and renewals.

Inter-Registrar Transfer Policy (IRTP) Status Report

- ⦿ The [IRTP Status Report](#) prepared by ICANN org for the consideration of the GNSO Council (Published in November 2018) includes some additional readily available and general data on domain transfers going back more than ten years.
- ⦿ Readers interested in the history of the IRTP and the impact of the policy on registrants are encouraged to read the report.

Annual Report of the ICANN Ombudsman

- ⦿ The most recent [Annual Report of the current ICANN Ombudsman](#) noted that his office received from time to time complaints regarding consumer issues about domain names (29 complaints between July 2017 and June 2018) and registrar/registry issues (27 complaints during this same period), which constituted the majority of the non-jurisdictional complaints to the Ombudsman's Office.
- ⦿ The response from the Office of the Ombudsman consisted of a self-help email or a referral to the appropriate ICANN org function (usually Contractual Compliance or Global Support), along with an invitation to participate in the ICANN multistakeholder model if appropriate.

Engage with ICANN



Thank You for Joining!

Visit us at icann.org/registrant

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