Internet Corporation for Assigned Names & Numbers Contractual Compliance Update

September 2013

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

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General Update

ICANN's 2013 RAA Outreach in Berlin, Germany

ICANN's Contractual Compliance team, in partnership with the DNS Engagement Team, delivered the third 2013 RAA Outreach Meetings in Berlin on 23 and 24 September 2013. Read more at: https://www.icann.org/en/resources/compliance/outreach.

Expired Registration Recovery Policy in Effect

Since 1 September 2013, ICANN received and processed 40 domain renewal complaints to ensure compliance with the new ERRP requirements (http://www.icann.org/en/resources/registrars/consensus-policies/errp). Thirty of the submitted complaints were addressed and closed; the remaining 10 complaints are being addressed thru the compliance process. There were 123 web views for the FAQ about ERRP. Please refer to the Complaint Submission & FAQ page related to this policy.

Bulk Whois Inaccuracy Complaint Submission Pilot Update

On 24 September 2013, the bulk submission tool received a total of 78 Whois Inaccuracy complaints in one submission. The complaints are still in the compliance process.

Dispute Resolution Compliance Readiness Update

The Contractual Compliance team is finalizing the process, frequently asked questions, notifications and communication templates to accommodate the receipt of complaints to support four new Dispute Resolution Procedures: (1)

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[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.

Uniform Rapid Suspension System; (2) Trademark Post-Delegation; (3) Registry Restriction; and (4) Public Interest Commitments (PICs).

Audit Program Year Two Is Coming Soon

In September, ICANN launched the efforts to plan and prepare for the Year Two Audit Program. Please refer to the table below for more information about the timeline.

| Audit Program Milestone Dates							
Start							**End**
Pre-Audit Notification Phase	*Request for Info*			*Audit Phase*		*Reporting Phase*		*Remediation Phase*
	1st Notice	2nd Notice	3rd 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

<u>Reminder Note</u>: The Audit Program runs on a three-year cycle during which each registry and registrar agreement is randomly selected for audit over a three-year period. The Audit Program consists of six phases; the Planning Phase, the Organizing Phase, the Pre-Audit Notification Phase, the Audit Phase, the Reporting Phase and the Remediation Phase.

Please refer to http://www.icann.org/en/resources/compliance/audits to learn more about this program

Please send your questions to ComplianceAudit@icann.org.

Complaints Handling and Enforcement Summary

Volume Received Current Month	September 2013
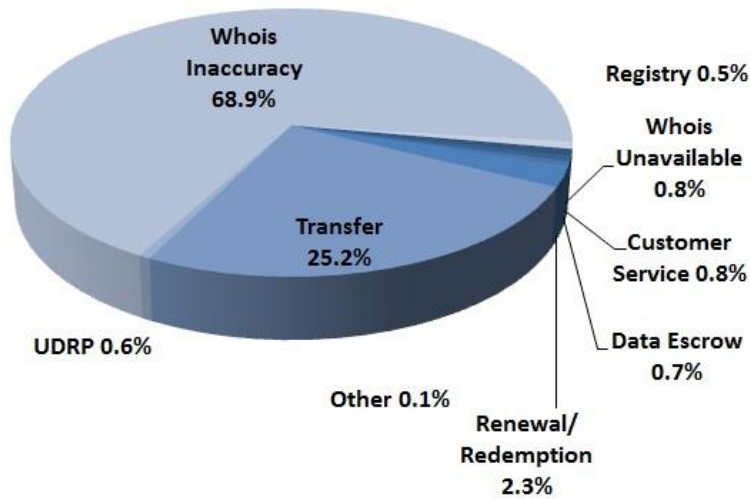
Complaints	
Type	Quantity
Customer Service	12
Data Escrow	10
Other	1
Registry	7
Transfer	385
UDRP	9
Renewal/Redemption	39
Whois Unavailable	13
Whois Inaccuracy	1,054
Total Complaints Processed	1,530
Total Complaints Closed	1,578

Whois Inaccuracy 68.9%
Registry 0.5%
Whois Unavailable 0.8%
Transfer 25.2%
Customer Service 0.8%
UDRP 0.6%
Data Escrow 0.7%
Other 0.1%
Renewal/Redemption 2.3%

Complaint Volume per Notification Cycle
September 2013
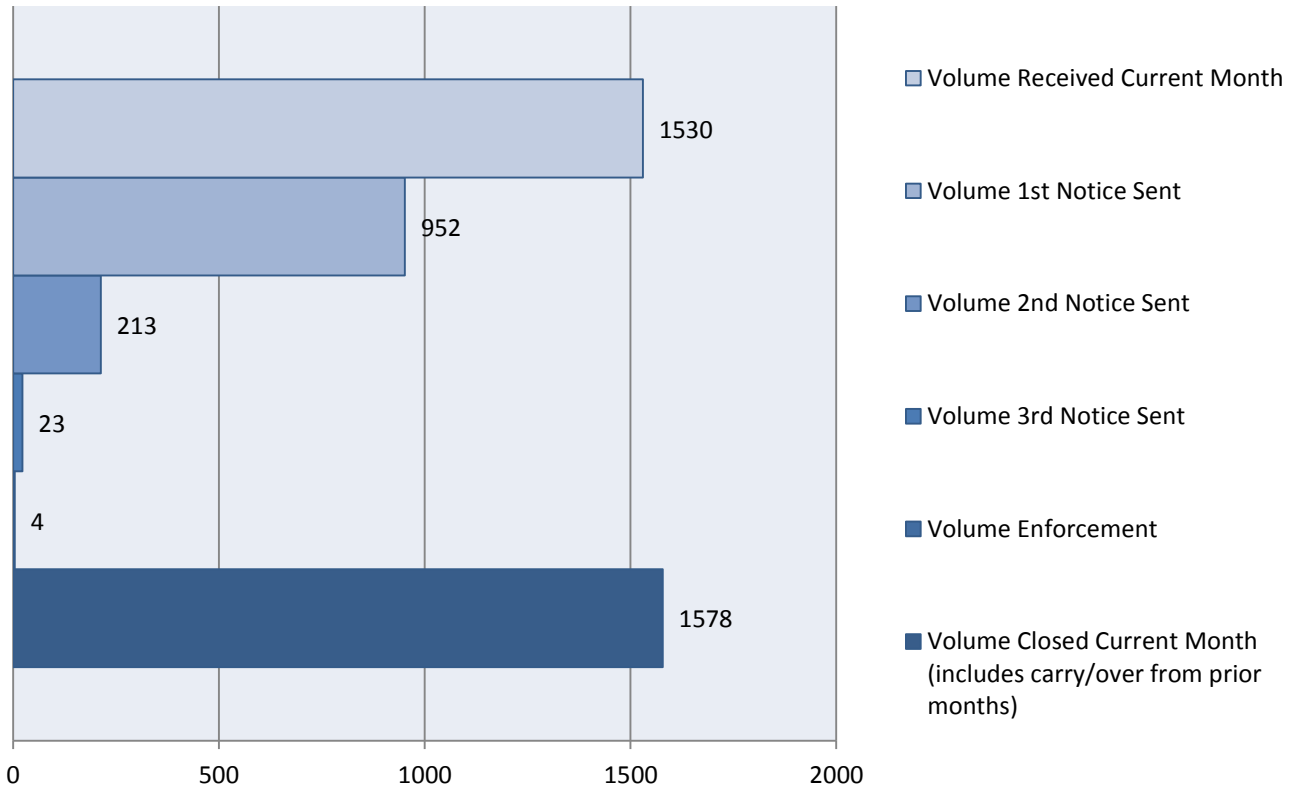
- **Volume Received Current Month** = tickets submitted in current month
- **Volume 1st Notice Sent** = number tickets where 1st Notice was sent in current month
- **Volume 2nd Notice Sent** = number tickets where 2nd Notice was sent in current month
- **Volume 3rd Notice Sent** = number tickets where 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 SEPTEMBER 2013						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
11-Sep-13	2-Oct-13	Register.com, Inc.	627	Breach		Maintain and provide communication records (RAA 3.4.2/3)
						Enter into a registration agreement with RNH (RAA 3.7.7) or explain Registrar Services use (RAA 1.11)
						Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
						Escrow registration data (RAA 3.6)
13-Sep-13	4-Oct-13	Cheapies.com, Inc.	1039	Breach		Provide the RNH with the FOA (IRTP 3)
						Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
				Suspension	*Suspension period: from 4 Oct 13 to 2 Jan 14*	Three Notices of Breach within a twelve-month period
18-Sep-13	9-Oct-13	Tecnologia, Desarrollo y Mercado S. de R.L. de C.V.	1582	Breach	Cured	Enter into a registration agreement with RNH (RAA 3.7.7)
ENFORCEMENT UPDATES from PRIOR MONTHS						
10-Jul-13	31-Jul-13	Tirupati Domains and Hosting Pvt. Ltd	1500	Breach	Cured	Communicate UDRP panel decision implementation date (UDRP Rule 16.a)
					Cured	Implement an UDRP panel decision (UDRP 4.k)
					Cured	Maintain and provide communication records (RAA 3.4.2/3)
					Cured	Pay accreditation fees (RAA 3.9)
5-Aug-13	26-Aug-13	Pacnames Ltd	103	Breach	Data and Documents under review by ICANN	Maintain and provide communication records (RAA 3.4.2/3)
					Data and Documents under review by ICANN	Send renewal reminders prior to expiration (RAA 3.7.5)
					Data and Documents under review by ICANN	Enter into a registration agreement with RNH (RAA 3.7.7)
7-Aug-13	28-Aug-13	Xin Net Technology Corporation	120	Breach	Cured	Escrow registration data (RAA 3.6) Repeated
30-Aug-13	23-Sep-13	Locaweb Servicos de Internet S/A dba LocaWeb	1080	Breach	Cured	Communicate contact data changes (RAA 5.11)

Please refer to http://www.icann.org/en/resources/compliance/newsletter for up-to-date information.