Contractual Compliance Report

For the Period of 1–31 May 2024

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ICANN

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KEY HIGHLIGHTS FOR MAY 2024

- Continued reviewing responses and documentation received from the 62 registrars selected for the audit launched in February 2024.
- Received 1,576 new complaints and forwarded more than 169 notifications to contracted parties (CPs) during investigations into compliance with numerous requirements across ICANN policies and agreements.
- Participated in the Contracted Parties Summit held in Paris, France, and presented data related to the enforcement of the Domain Name System (DNS) Abuse requirements in effect since 5 April 2024.
- Participated in the "Beyond the Digital Borders: Internet Domain Names and Rights Conference" in Istanbul, Türkiye, to discuss topics related to DNS Abuse requirements and registration data accuracy.
- Continued providing ICANN Contractual Compliance team (Compliance team) input to different policy and working groups.

OVERVIEW OF ACTIVITY

Audit Program

In February, the Contractual Compliance Audit team launched a new registrar audit round. The audit is focused on validating registrars' compliance with multiple terms of the 2013 version of the Registrar Accreditation Agreement (RAA) and the ICANN Temporary and Consensus Policies. Sixty-two (62) registrars were selected for the audit.

As of the end of May, 59 registrars submitted complete audit responses and documentation. One registrar was referred to the formal enforcement stage of the compliance process for non-responsiveness. Two registrars' audits were postponed until the next audit round. ICANN Compliance is currently reviewing submitted audit responses and documentation. The Audit team is following up with registrars requesting information that was missing in initial responses and asking for clarifications on information received.

Contractual Compliance Enforcement

All notices can be found [here](#).

Notices of Breach

No new notices of breach were issued in May 2024. The Compliance team continued working on the review of records and information related to breach notices issued in prior months.
In May 2024, The Compliance team confirmed that the registrar ALIBABA.COM SINGAPORE E-COMMERCE PRIVATE LIMITED had taken all actions required to cure the 27 March 2024 [Notice of Breach](#). The Notice of Breach was deemed cured on 22 May 2024.

Notices of Suspension/Terminations

No new notices of suspension or termination were issued in May 2024.

Enforcement Notices Escalated to the ICANN Legal Team (Mediation)

No new escalations were escalated to the ICANN Legal team.

Compliance Matters Related to Registrars and Registry Operators

In May, Contractual Compliance received 1,576 new complaints (1,530 against registrars and 46 against registry operators (ROs)) and sent 169 inquiries and notices (collectively referred to

as "compliance notifications") to CPs. The number 169 refers to the first, second, and third compliance notifications and does not account for notifications sent to request clarification or additional evidence following a CP's response.

Most notifications sent to registrars addressed obligations related to DNS Abuse and other types of abuse, transfer, and registrar data escrow. Most notifications sent to ROs addressed obligations related to registry data escrow and monthly reports. During April, the Compliance team closed 1,241 complaints without having to contact a single CP. Examples of complaints closed without contacting a single CP include instances in which the Complainant:

- Failed to respond to ICANN Contractual Compliance's request for evidence.
- Complained about a domain registered in a country code top-level domain.
- Submitted a duplicate complaint either before resolution of the original complaint or about an issue that was already resolved at the time the complaint was reviewed.

In all cases, the Compliance team educated complainants on ICANN's enforcement authority and provided alternatives where appropriate.

Compliance Monthly Dashboard and Trend Reporting
Click the links below to view the dashboard and reporting trends for May 2024:
- **Contractual Compliance 2024 Monthly Dashboards**
- **Contractual Compliance Twelve-Month Trends Reporting**

Enforcement of the Temporary Specification for Generic Top-Level Domain (gTLD) Registration Data via the Interim Registration Data Policy
In May, the Compliance team continued to process compliance inquiries related to the Temporary Specification. The team initiated two new inquiries concerning reasonable access to nonpublic registration data (Section 4.1, Appendix A). In addition, the Compliance team continued addressing the previously submitted cases currently under remediation or pending further responses and collaborations. The team also continued educating complainants on Temporary Specification requirements for invalid complaints. Examples include when complainants believe registration data, which is redacted per the Temporary Specification, is "missing" from the public WHOIS, or privacy, or proxy service data are redactions, or that all non-European data should be displayed.

In May, the Compliance team continued:
- Attending Board Caucus calls concerning EPDP and the European Union's General Data Protection Regulation, and Data Protection and Privacy.
- Providing complaint metrics concerning alleged violations of the Temporary Specification and compliance notices or inquiries sent and closed during the month.
- Providing input on contractual requirements for third-party access to nonpublic registration data under current requirements and future policy recommendations, as it relates to the Registration Data Request Service.

Registration Data Access Protocol Implementation
In May, the Compliance team continued processing service-related compliance notifications for the RDAP. From October 2019 to May 2024, the Compliance team processed notifications with respect to the implementation of the RDAP service and registration of base Uniform Resource Locators (URLs). Current information indicates that all ROs have registered URLs, while 20 registrars have not yet uploaded their URLs to the Naming Services portal. In addition, the team

initiated new compliance cases related to CPs conformance with RDAP Response Profiles and Technical Service Guide requirements. The Compliance team continues to collaborate with CPs that have not yet implemented RDAP or whose RDAP implementation is not in conformance with the requirements, as well as those that have presented remediation measures to become compliant. These CPs are requested to provide regular updates on their open compliance cases regarding their progress towards remediation. There is no indication that any registrars or ROs have ceased to operate WHOIS services.

Policy and Working Group Efforts

The Compliance team collaborated across the ICANN organization (org) on assessing the multiple recommendations produced by policy development, implementation, and review teams. The following activities took place:

- Participated in ICANN org's feedback group tasked with reviewing the first batch of stable recommendations for the expedited policy development process (EPDP) on Internationalized Domain Names.
- Continued providing Compliance team input for implementation of the EPDP on the Temporary Specification for gTLD Registration Data Phase 1 recommendations (Registration Data Policy).
- Continued providing Compliance team input on the Second Security, Stability, and Resiliency Review Team recommendations.
- Continued providing Compliance team inputs and clarifications to address the PDP Working Group's questions raised during the review of Transfer Policy Review – Group 1(b) topics relating to Change of Registrant.
- Continued participating in Internationalized Domain Names (IDNs) EPDP Phase 2 Public Comment Input Drafting.
- Continued attendance of Rights Protection Mechanism (RPM) Implementation Review Team (IRT) as representative of RPT Implementation Project Team (IPT).
- Participated in the Implementation Planning Team for the Privacy and Proxy Services Accreditation Implementation (PPSAI).

Outreach

The Compliance team participated in the Contracted Parties Summit held 6-9 May 2024 in Paris, France. The Compliance team engaged in multiple one-on-one sessions, and in the Combating DNS Abuse day-long workshop, during which the team presented data and metrics related to the first month of enforcement of the new DNS Abuse requirements.

On 27 May 2024, the Compliance team attended the "Beyond the Digital Borders: Internet Domain Names and Rights Conference," an event organized by ICANN and Mediation and Dispute Resolution Center TOBB Uyum, held in Istanbul, Türkiye. The team participated in panel discussions on "Combating Digital Threats: DNS Abuse, Prevention, and Mitigation" and "Registered Name Holder Data in the Privacy and Security Equation." The team also shared information about the enforcement of the DNS Abuse mitigation obligations resulting from the amendments to the Registrar Accreditation Agreement and the Base gTLD Registry Agreement that entered into effect on 5 April 2024, and highlighted the importance of maintaining accurate domain name registration data.

To learn more about ICANN's Contractual Compliance work, please visit:
https://www.icann.org/resources/pages/compliance-2012-02-25-en

Notices:
https://www.icann.org/compliance/notices

Reports:
https://www.icann.org/resources/pages/compliance-reports-2021

Performance Measurement Dashboard:
https://compliance-reports.icann.org/compliance/dashboard/report-list

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