

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

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General Update

On 14 August 2014, ICANN's Contractual Compliance, including significant support from our team members in Asia Pacific, conducted an "Introduction of Contractual Compliance" webinar. The objective of this webinar was to provide updates and clarifications on the most common contractual compliance issues to ICANN contracted parties and both Registrars and Registries in Asia Pacific. Some of the topics discussed included: WHOIS Accuracy, Transfers, Renewals and Zone File Access. Seventy-one participants joined this webinar. Please visit the Contractual Compliance Outreach webpage for more information at: <https://www.icann.org/resources/pages/outreach-2012-02-25-en>

With offices located in the three ICANN hubs, Contractual Compliance provides around the clock service across the globe, beginning Monday UTC 01:00:00 and continuing through Saturday UTC 00:00:00. The complaint processing system calculates deadlines and advances tickets based upon UTC time. Please respond by the deadline specified in the notice.

Anonymous Reports

All ICANN stakeholders have a responsibility to do what they can to help maintain the security, stability, resiliency and trust of the Internet. One of the ways in which ICANN can help is by accepting anonymous reports of non-compliance. If a reporter would like to remain anonymous, the reporter should select the anonymous option on the complaint form or register his/her request for anonymity in the comment box. ICANN recently added these instructions to all Contractual Compliance complaint forms. Certain complaints, such as domain transfer or renewal, do not have an anonymous option due to the nature of the complaint.

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.

Reports of non-compliance may be submitted to:

<https://www.icann.org/resources/pages/complaints-2013-03-22-en>

Registrar Update

Abuse Complaints – In August, ICANN continued to conduct outreach with registrars and members of the ICANN community regarding abuse complaints, registrar obligations and the 2009 and 2013 RAAs requirements. Additional information is at: <https://www.icann.org/resources/pages/abuse-2014-01-29-en>.

WHOIS Inaccuracy Process Improvement – As communicated in the July Update, ICANN began processing WHOIS Quality Review (QR) complaints. WHOIS QR ensures continued compliance with the RAA. In August, 455 closed WHOIS inaccuracy complaints were reviewed and ICANN requested additional documents and information from registrars for thirty-seven complaints. The processing of some complaints is ongoing and ICANN will present data regarding WHOIS QR at ICANN 51.

Registry Update

In August, ICANN launched two initiatives to proactively monitor compliance with the following provisions of the registry agreement: (i) Specification 6, Section 4.1 – Abuse Contact Data; and (ii) Specification 11, Public Interest Commitments.

The objective of the monitoring regarding Abuse Contact Data is to ensure that stakeholders may be able to send reports of malicious conduct in the TLD to the person or designated unit of the registry that will be handling such inquiries. The proactive monitoring by ICANN entails searching the web site of each gTLD that has been delegated to verify that the required contact data is published. Some of the registry operators monitored thus far have complied with the requirement to publish an email address, but not necessarily with the requirements to publish the primary contact and the mailing address for reports that would be sent via regular mail. ICANN is collaboratively working with contracted parties to remediate these matters. Please submit your complaint about a registry operator's abuse contact data at: <https://www.icann.org/resources/pages/abuse-contact-2014-01-29-en>.

The objective of the monitoring contained in Specification 11, Public Interest Commitments, is to ensure that gTLDs are implementing processes to meet their mandatory and voluntary commitments.

ICANN is also monitoring compliance with each gTLD's Name-Collision Occurrence Assessment, as well as the obligations in Article II of the Registry Agreement. Please visit the Name Collision Occurrence Assessment at:

<http://newgtlds.icann.org/sites/default/files/agreements/name-collision-assessment-04aug14-en.pdf> for more details.

Please submit reports of non-compliance regarding any of the post-delegation dispute resolution procedures at:

<http://www.icann.org/en/resources/compliance/complaints>.

Audit Program Update

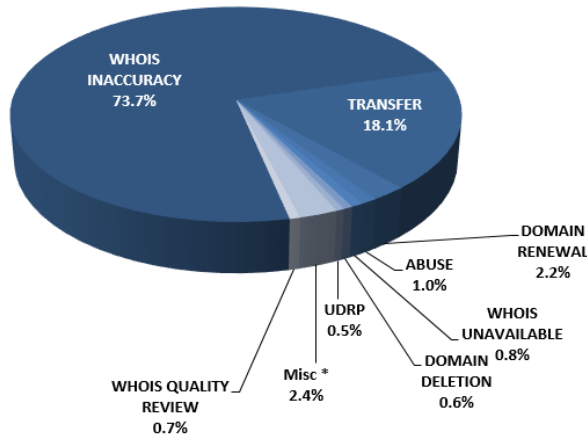
New Registry Agreement Audit

During the month of August, Registry Service Providers and their respective Data Escrow Agents have provided most of the required data and documentation. This was prompted by the Requests for Information (RFIs) that were sent on 15 July 2014. The response rate was timely, which allowed the completion of the data collection phase and initiation of the audit phase. ICANN received more than 800 documents during the RFI Phase.

Complaints Handling and Enforcement Summary

Registrar - Volume Received Current Month August 2014

Complaint Distribution

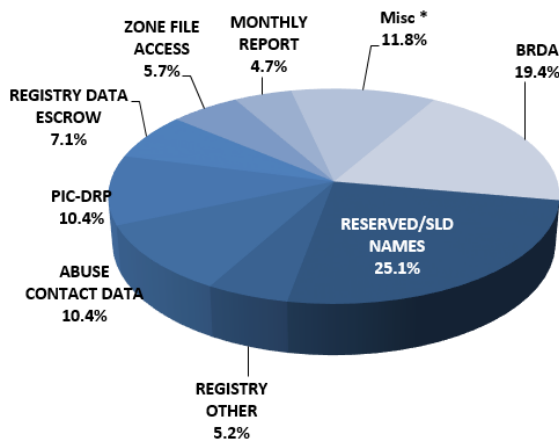


* Complaint types with count < 15

Complaints	
Type	Quantity
ABUSE	30
CUSTOMER SERVICE	12
DATA ESCROW	14
DOMAIN DELETION	18
DOMAIN RENEWAL	66
FAILURE TO NOTIFY	8
FEES	1
PRIVACY/PROXY	1
REGISTRAR CONTACT	12
REGISTRAR INFO SPEC	4
REGISTRAR OTHER	3
RESELLER AGREEMENT	1
TRANSFER	540
UDRP	15
WHOIS FORMAT	12
WHOIS INACCURACY	2,193
WHOIS SLA	4
WHOIS QUALITY REVIEW	20
WHOIS UNAVAILABLE	23
ABUSE	30
Total Complaints Processed	2,977
Total Complaints Closed	3,438

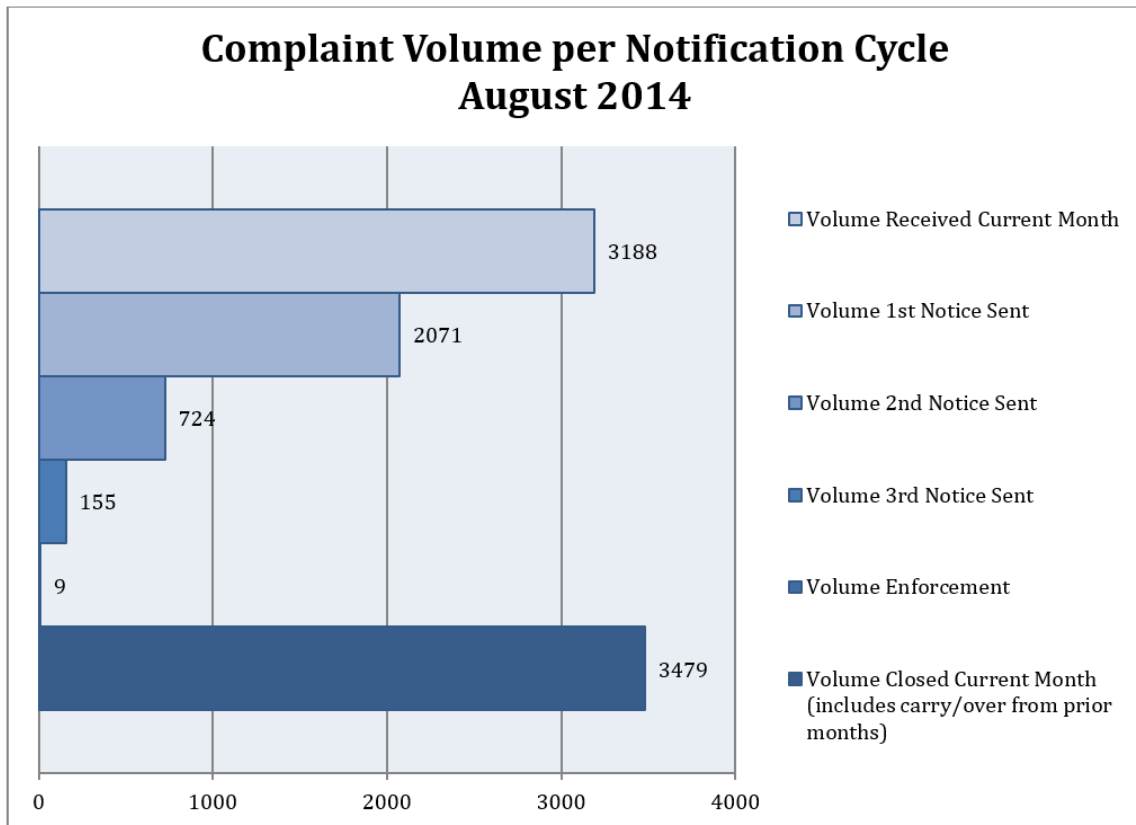
Registry - Volume Received Current Month August 2014

Complaint Distribution



* Complaint types with count < 10

Complaints	
Type	Quantity
ABUSE CONTACT DATA	22
BULK ZFA	8
BRDA	41
CLAIMS SERVICES	1
CODE OF CONDUCT	1
MONTHLY REPORT	10
PIC-DRP	22
REGISTRY DATA ESCROW	15
REGISTRY OTHER	11
RESERVED/SLD NAMES	53
RR-DRP	8
SLA	1
SUNRISE	1
URS	5
ZONE FILE ACCESS	12
Total Complaints Processed	211
Total Complaints Closed	41



- **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 AUGUST						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
7-Aug-14	28-Aug-14	Dotname Korea Corp.	1132	Breach	Data and Documents Under Review by ICANN	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 2 and 4)
						Pay accreditation fees (RAA 3.9)
13-Aug-14	3-Sep-14	OnlineNIC, Inc	82	Breach	Data and Documents Under Review by ICANN	Maintain and provide communication records (RAA 3.4.2/3)
						Allow RNH to transfer domain name (IRTP 1)
						Provide AuthInfo code (IRTP 5)
						Enforce compliance with registrar-reseller agreement re: provision of Registrar Services (RAA 3.12)
						Ensure reseller's registration agreement includes mandatory provisions and identifies registrar (RAA 3.12.2)
						Enforce reseller-registrar agreement to cure and prevent instances of non-compliance (3.12.6 RAA)
						Display renewal/redemption fees (ERRP 4.1)
Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)						
18-Aug-14	9-Sep-14	Locaweb Servicios de Internet S/A dba LocaWeb	1080	Breach		Provide Whois Services (RAA 3.3.1)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
22-Aug-14	12-Sep-14	35 Technology Co., Ltd.	1316	Breach		Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 2 and 4)
						Maintain and provide communication records (RAA 3.4.2/3)
						Allow RNH to transfer domain name (IRTP 1)
						Provide AuthInfo code (IRTP 5)
						Display link to ICANN's Registrant Educational Information (RAA 3.16)
Publish on website information required by the Registrar Information Specification (RAA 3.17)						
25-Aug-14	15-Sep-14	Xin Net Technology Corporation	120	Breach	Data and Documents Under Review by ICANN	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)

						Maintain and provide communication records (RAA 3.4.2/3)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 1, 2 and 4)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
27-Aug-14	17-Sep-14	Online SAS	74	Breach		Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 1, 2 and 4)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
						Display correct ICANN Logo on website (RAA Logo License Appendix)
15-Aug-14		IPNIC, Inc.	830	Termination		Cure any RAA breach within 15 working days (5.3.4 RAA)
26-Aug-14		Documentdata Anstalt	1317	Termination		Cure any RAA breach within 21 calendar days (5.5.4 RAA)
26-Aug-14		Telefonica Brasil S.A.	1458	Termination		Cure any RAA breach within 21 calendar days (5.5.4 RAA)

ENFORCEMENT ACTIVITIES from PRIOR MONTHS

SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
30-Jun-14	21-Jul-14	DreamHost, LLC	431	Breach	Breaches cured	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 2 and 4)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
8-Jul-14	29-Jul-14	Xin Net Technology Corporation	120	Breach	Breaches cured	Allow RNH to transfer domain name (IRTP 1) or provide valid reason for denial (IRTP 3)

						Maintain and provide communication records (RAA 3.4.2/3)
11-Jul-14	1-Aug-14	Omnis Network, LLC	143	Breach	Cured Period Extended to 11 August 14; Breaches cured	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Link to ICANN's registrant rights & responsibilities website (RAA 3.15)
15-Jul-14	5-Aug-14	Gransy, s.r.o. d/b/a subreg.cz	1505	Breach	Cure Period Extended to 19 August 2014; Data and Documents Under Review by ICANN; Cure Period Extended to 26 August 2014; Data and Documents Under Review by ICANN; Cure Period Extended to 5 September 2014.	Maintain and provide communication records (RAA 3.4.2/3)
						Delete domain name within 45 days after termination of registration or explain circumstances of renewal (3.7.5.3 RAA)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Pay accreditation fees (RAA 3.9)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
Enter into a registration agreement with RNH (RAA 3.7.7)						
17-Jul-14	7-Aug-14	Dotname Korea Corp	1132	Breach	Cure Period Extended to 14 August 2014; Data and Documents Under Review by ICANN	Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Provide domain name data in the specified response format (RAA-RDDS 1.4)
						Display link to ICANN's Registrant Educational Information (RAA 3.16)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Display correct ICANN Logo on website (RAA Logo License Appendix)
18-Jul-14	8-Aug-14	Brandon Gray Internet Services, Inc.	636	Breach	Cure Period Extended to 22 August 2014; Data and Documents	Ensure that resellers do not subject RNHs to deceptive practices (RAA 3.12.7 and RBRS 3)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)

					Under Review by ICANN	
23-Jul-14	13-Aug-14	Documentdata Anstalt	1317	Breach	<i>Escalated to termination</i>	Maintain and provide communication records (RAA 3.4.2/3)
						Allow RNH to transfer domain name (IRTP 1) or provide valid reason for denial (IRTP 3)
						Provide AuthInfo code (IRTP 5)
						Display renewal/redemption fees (ERRP 4.1)
						Sent renewal reminder notices to RNH (ERRP 2.1)
						Pay accreditation fees (RAA 3.9)
24-Jul-14	14-Aug-14	Telefonica Brasil S.A.	1458	Breach	<i>Escalated to termination</i>	Maintain and provide information required by the Registrar Information Specification (RAA 3.17)
						Pay accreditation fees (RAA 3.9)
24-Jul-14	14-Aug-14	OnlineNIC, Inc.	82	Breach	Cure Period Extended to 26 August 2014; Data and Documents Under Review by ICANN; Cure Period Extended to 3 September 2014	Maintain and provide communication records (RAA 3.4.2/3)
						Validate and verify Whois contact information (Whois Accuracy Program Specification 1, 2 and 4)
						Provide domain name data in the specified response format (RAA-RDDS 1.4)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
						Display renewal/redemption fees (ERRP 4.1)
						Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)
						Require P/P providers to follow requirements of P/P Specification and abide by published terms and procedures (P/P Specification 2)
						Pay accreditation fees (RAA 3.9)

Please refer to <http://www.icann.org/en/resources/compliance/notices> for up-to-date information on enforcement activities.