

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

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General Update

Registrar Update

In April, as part of continuous improvement, the Contractual Compliance team implemented a quality assurance (QA) report to proactively identify potential backlogs for all 40 complaint types. The report identifies complaints that were not resolved within established turnaround times. The objective of this weekly report is to bring visibility across all areas. This report also resulted in improved overall turnaround time and improved coordination between Contractual Compliance staff in the three hub offices.

The Contractual Compliance team also began a pilot to conduct QA reviews for resolved and closed WHOIS inaccuracy complaints. The objective of this effort is to monitor continued compliance by registrars. The program resulted in follow-up with several registrars to address non-compliance. This effort will expand to other complaint types where appropriate.

Registry Update

The Contractual Compliance team continued its efforts to identify additional areas for real-time, proactive monitoring of contractual compliance, which resulted in inquiries to several registry operators regarding non-compliance with the prohibition of earmarking / allocation of domain names, before or during Sunrise for other than eligible trademark holders.

In addition, leveraging ICANN systems and tools that provide real-time exception reports, ICANN issued notices to registry operators regarding DNSSEC, reserved names, blocked Second Level Domains, data escrow deposits, bulk zone file access, and monthly reports.

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.

The Contractual Compliance team also received and managed complaints regarding blocked SLDs, IPv6 transport, and publication of registration data. No complaints were received in April about allegations of non-compliance with any of the post-delegation procedures (Uniform Domain Name Dispute Resolution Procedure (UDRP), Uniform Rapid Suspension System (URS), Public Interest Committee Dispute Resolution Procedure (PICDRP), Trademark Post-Delegation Dispute Resolution Procedure (TM PDDRP), and Registration Restriction Delegation Dispute Resolution Procedure (RRDRP).

ICANN reminds the community, registries, and registrars that ICANN accepts anonymous reports of non-compliance. To submit reports of non-compliance regarding any of the post-delegation dispute resolution procedures mentioned above, please visit us at:

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

To submit reports of non-compliance regarding any registry agreement provision, including earmarking or allocation of domain names before Sunrise, among others, please visit us: <http://www.icann.org/en/resources/compliance/registries>.

Audit Program Update

Year Two Audit Program Update

In April, during the remediation phase, ICANN worked with Registrars on remediation of deficiencies as noted in the reports. In addition to 25 remediated reports issued in March, 97 additional remediated reports were issued in April to Registrars, all of which were completely cured. The Remediation Phase is expected to complete in May. The results will be presented in the upcoming ICANN Public Meeting in London.

Audit Program Milestone Dates								
Start								End
<i>Pre-Audit Notification Phase</i>	<i>Request for Info</i>			<i>Audit Phase</i>		<i>Reporting Phase</i>		<i>Remediation Phase</i>
	1 st Notice	2 nd Notice	3 rd 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

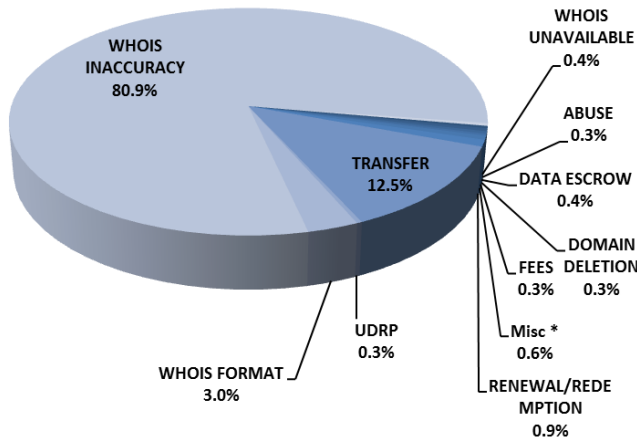
Please refer to <http://www.icann.org/en/resources/compliance/audits> for up-to-date information.

New Registry Agreement Audit is coming soon

As previously communicated, new gTLD Registries will roll into the audit plan. In April, ICANN worked on the details for the audit plan, focusing on the test objectives, audit and validation steps. A detailed update will be provided at the upcoming ICANN Public Meeting in London.

Complaints Handling and Enforcement Summary

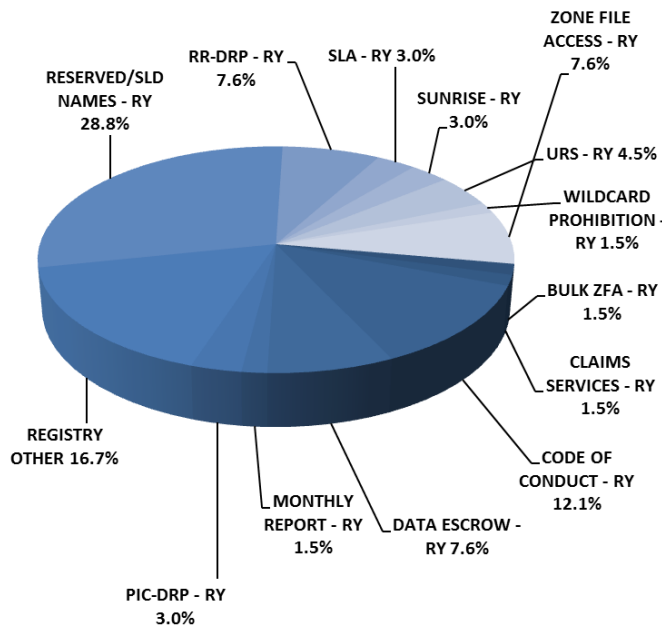
Registrar - Volume Received Current Month **April 2014**



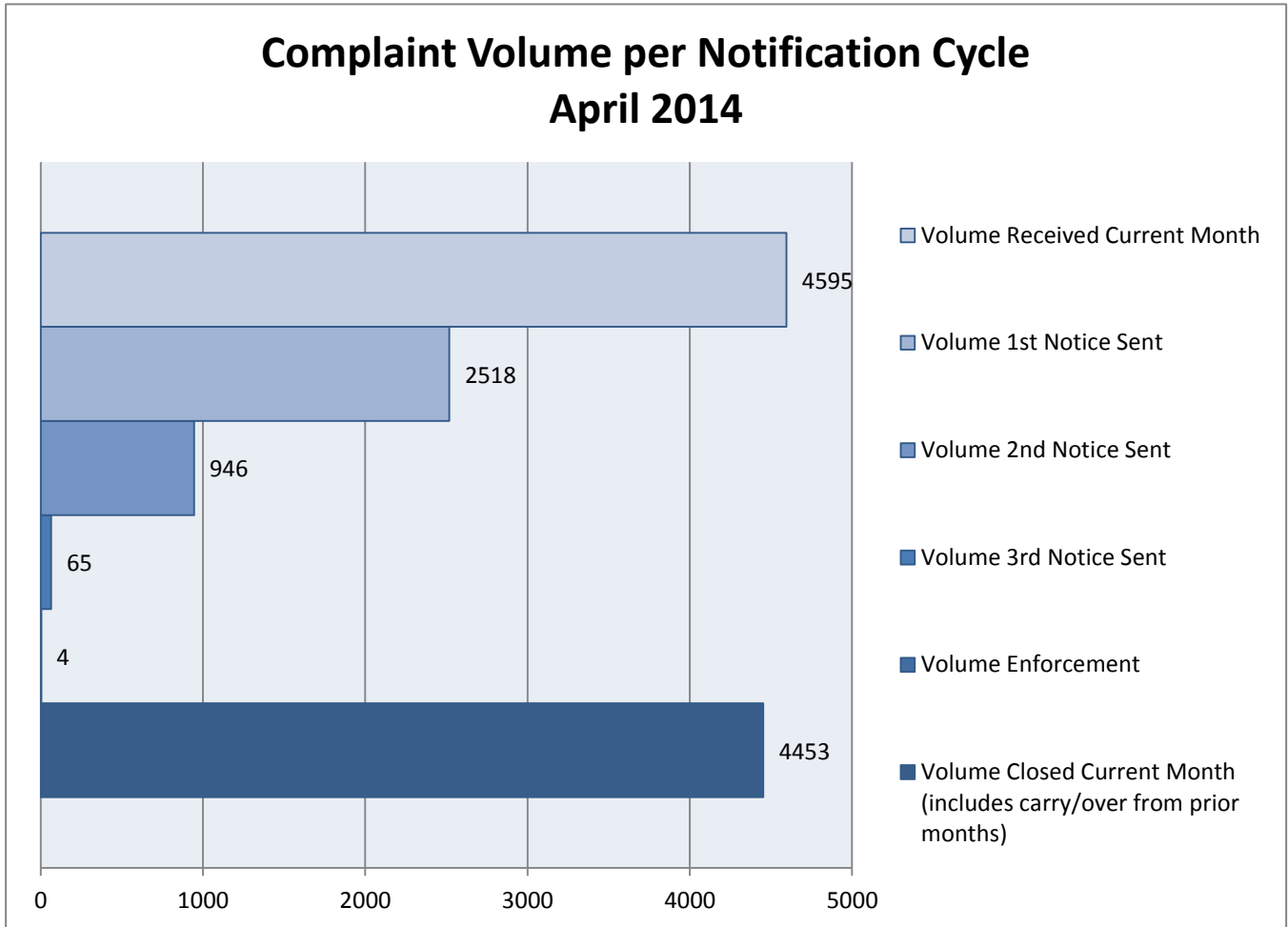
* Complaint types with count < 10

Complaints	
Type	Quantity
ABUSE	14
CUSTOMER SERVICE	4
DATA ESCROW	19
DOMAIN DELETION	15
FAILURE TO NOTIFY	1
FEES	12
PRIVACY/PROXY	6
REGISTRAR CONTACT	5
REGISTRAR INFO SPEC	4
REGISTRAR OTHER	2
RENEWAL/REDEMPTION	43
TRANSFER	566
UDRP	14
WHOIS FORMAT	138
WHOIS INACCURACY	3664
WHOIS SLA	4
WHOIS UNAVAILABLE	18
Total Complaints Processed	4,529
Total Complaints Closed	4,399

Registry - Volume Received Current Month **April 2014**



Complaints	
Type	Quantity
BULK ZFA - RY	1
CLAIMS SERVICES - RY	1
CODE OF CONDUCT - RY	8
DATA ESCROW - RY	5
MONTHLY REPORT - RY	1
PIC-DRP - RY	2
REGISTRY OTHER	11
RESERVED/SLD NAMES - RY	19
RR-DRP - RY	5
SLA - RY	2
SUNRISE - RY	2
URS - RY	3
WILDCARD PROHIBITION - RY	1
ZONE FILE ACCESS - RY	5
Total Complaints Processed	66
Total Complaints Closed	54



- **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 APRIL 2014						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
9-Apr-14	30-Apr-14	Homestead Limited dba Namevault.com	1428	Breach		Complete and provide Compliance Certificate (RAA 3.15)
						Publish on website information required by the Registrar Information Specification (RAA 3.17)
						Publish on website email address for abuse reports (RAA 3.18.1)
						Provide email address and telephone number for abuse reports (RDDS Whois Spec 1.4.2)
						Pay accreditation fees (RAA 3.9)
14-Apr-14	5-May-14	Namebay SAM	88	Breach		Take reasonable steps to investigate claimed Whois inaccuracies (RAA 3.7.8)
						Maintain and provide communication records (RAA 3.4.2/3)
						Communicate contact data changes (RAA 5.11)
						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)						
23-Apr-14	14-May-14	AirNames.com Inc.	901	Breach		Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
30-Apr-14	21-May-14	DomReg Ltd. d/b/a LIBRIS.COM	381	Breach		Provide AuthInfo code (IRTP 5)
						Pay accreditation fees (RAA 3.9)
ENFORCEMENT ACTIVITIES from PRIOR MONTHS						
19-Mar-14	9-Apr-14	BRANDON GRAY INTERNET SERVICES INC. (dba "NameJuice.com")	636	Breach	Cured	Maintain and provide communication records (RAA 3.4.2/3)
28-Mar-14	18-Apr-14	SiliconHouse.Net Pvt Ltd.	1558	Breach	Cured	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.