ICANN 64

COMMUNITY FORUM

KOBE

9–14 March 2019

Registrar Session

ICANN Contractual Compliance

ICANN 64
11 March 2019

Agenda

- *Discussion topics from Registrar Stakeholder Group*

  - *Issues registrars are seeing*

  - *Issues related to privacy laws*

  - *General policy issues*

  - *Update on timing/scope of next registrar audit*

Discussion Topics from RrSG

Issues registrars are seeing

- *Inconsistent handling on similar issues*

  - Evidence of fraud in transfer complaints is assessed on a case-by-case basis and review of information and evidence provided by registrar

- *Failure to provide timely updates*

  - Compliance communications and updates sent to relevant RADAR contacts when available or requested

- *Naming Services portal does not display complete list of open tickets*

  - Current list of compliance tickets is in NSp and development of NSp for compliance ticket processing is underway

Discussion Topics from RrSG

Issues related to privacy laws

- *Enforcement over redaction of Registrant Organization field*

    - Temporary Specification does not change requirement to display Registrant Organization key/value in WHOIS

- *Requests for personal data*

    - ICANN requests data necessary for its review and determination of a contracted party's compliance with the ICANN requirements

    - Complaints may be resolved even if ICANN is unable to determine compliance (primary mission)

- *Metrics on Temp Spec-related complaints*

    - See following slides

Temporary Specification Metrics

Temporary Specification related complaint - reporting

- Approximately 716 complaints related to Temporary Specification since 25 May 2018
  - Majority closed after educating reporters on requirements

- Approximately 30 registrars and 5 registries received compliance inquiries/notices
  - Over half completed remediation or are currently remediating
  - Approximately 5 registrars challenged requirements and are continuing to collaborate with ICANN
  - Remainder in process

Temporary Specification Metrics (continued)

Complaint Type	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	Total
Registrar	41	67	51	46	36	80	70	127	114	72	704
Whois Inaccuracy	30	37	38	35	30	53	49	114	103	65	554
Whois Format	1	13	2	4		2	5	3	2	2	34
Whois Unavailable	2	7	3	3	3	4	1	3	3	5	34
Abuse		2	1		1	6	6	1	3		20
Transfer	5	3	4	1	2			1	1		17
Registrar Other						12	4	1			17
Whois SLA	1	2	2	1			1		1		8
Domain Renewal	1	3	1	1							6
Privacy/Proxy							1	2	1		4
Registrar Contact				1			1	1			3
UDRP	1					1					2
Registrar Info Spec						1			1		2
Customer Service								1			1
Domain Deletion							1				1
Failure to Notify						1					1
Registry		4							6	2	12
SLA									6		6
Registry Other		1								2	3
Bulk ZFA		2									2
URS		1									1
Grand Total	41	71	51	46	36	80	70	127	120	74	716

Discussion Topics from RrSG

General policy issues

⊙ *Change to registrant data for a domain using P/P services*

   ⊙ Transfer Policy: registrants must be able to transfer domains between registrars where not prohibited by ICANN or registry

      ⊙ Denial of transfer for undefined lock is prohibited

   ⊙ See definitions of privacy and proxy services, change of registrant (COR)

   ⊙ Formal correspondence published on ICANN's website

Discussion Topics from RrSG

Update on timing/scope of next registrar audit

- ⊙ Next registrar audit targeted to begin after conclusion of current registry audit

- ⊙ Scope will be DNS infrastructure abuse and tied to the information gathered during the registry audit

Questions & Answers

Send compliance questions
<u>To</u>: compliance@icann.org

<u>Subject line</u>: ICANN 64 Registrar Session

The ICANN 64 Registrar Session presentation is available at:

- The ICANN Contractual Compliance outreach page at
https://www.icann.org/resources/compliance/outreach