



# Contractual Compliance

## Quarterly Metrics

2017 Quarter One  
January - March 2017

# Contractual Compliance Metrics

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# Global Metrics

# Registrar and Registry Complaints by Region (January – March 2017)

North America	113.8M	4,861	0.004%
	2,645	216	8.2%
	619	89	14.4%

Europe	33.5M	1,339	0.004%
	193	99	51.3%
	389	80	20.1%

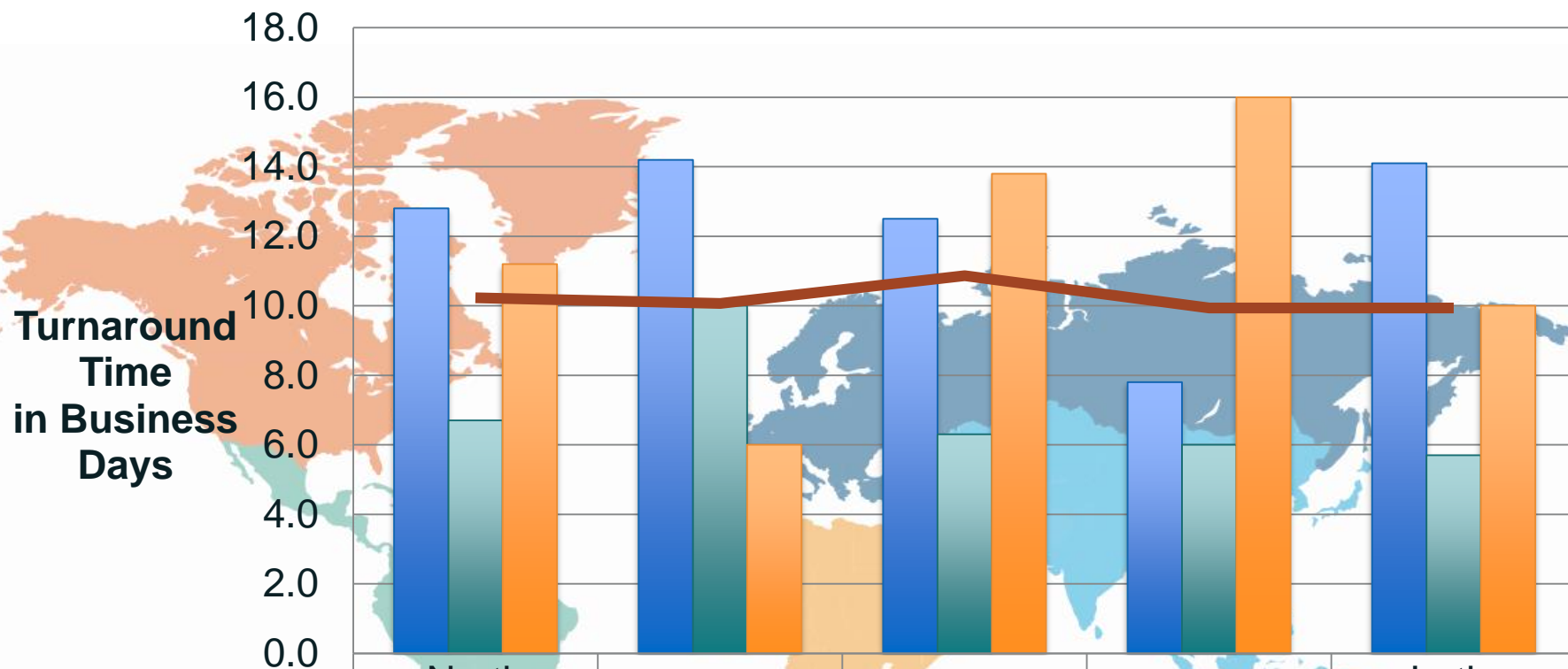
Latin America	0.9M	128	0.015%
	25	11	44.0%
	18	7	38.9%

Africa	47,546	11	0.023%
	11	5	45.5%
	7	1	14.3%

APAC	48.2M	3,513	0.007%
	275	146	53.1%
	212	75	35.4%

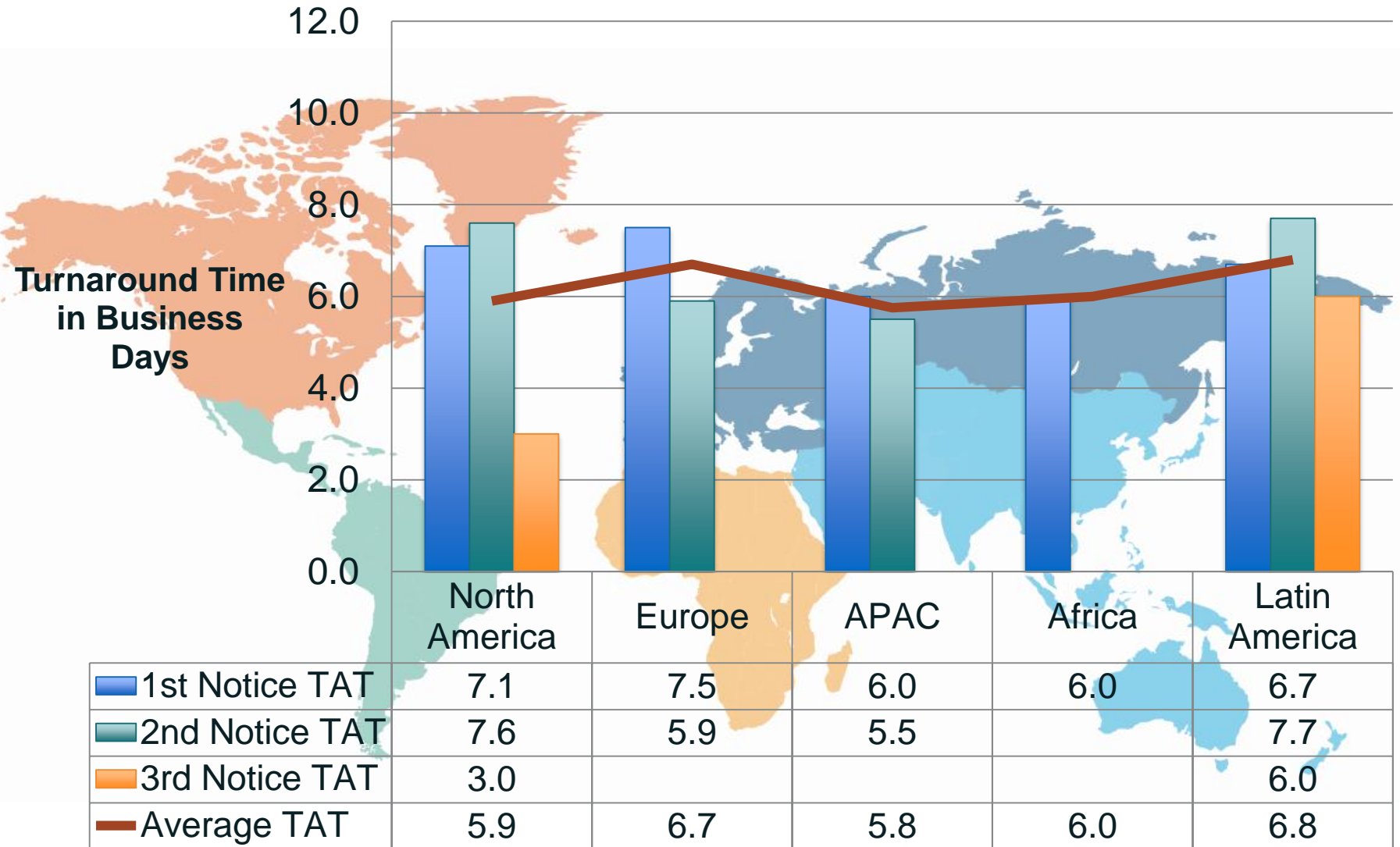
LEGEND	Domain Volume (as of Dec 2016)	Complaints	Complaints per Domain Volume
	Registrars per region	Registrars with complaints	Registrars with complaints, per region
	Registries per region	Registries with complaints	Registries with complaints, per region

# Regional Registrar Turnaround Time (January – March 2017)



	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	12.8	14.2	12.5	7.8	14.1
2nd Notice TAT	6.7	10.0	6.3	6.0	5.7
3rd Notice TAT	11.2	6.0	13.8	16.0	10.0
Average TAT	10.2	10.1	10.9	9.9	9.9

# Regional Registry Turnaround Time (January – March 2017)

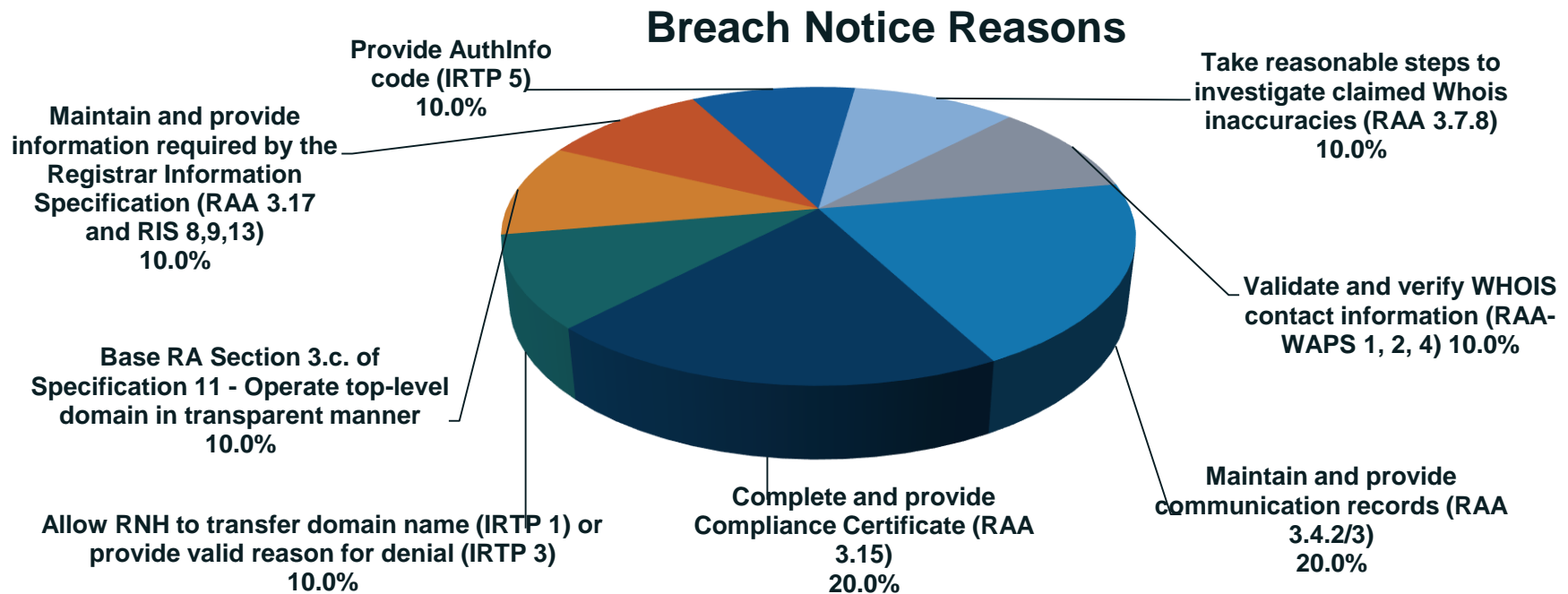


# Global Formal Notice Activity (January – March 2017)

Notices	Quantity
Breach	6
Non-Renewal	0
Suspension	1
Termination	2

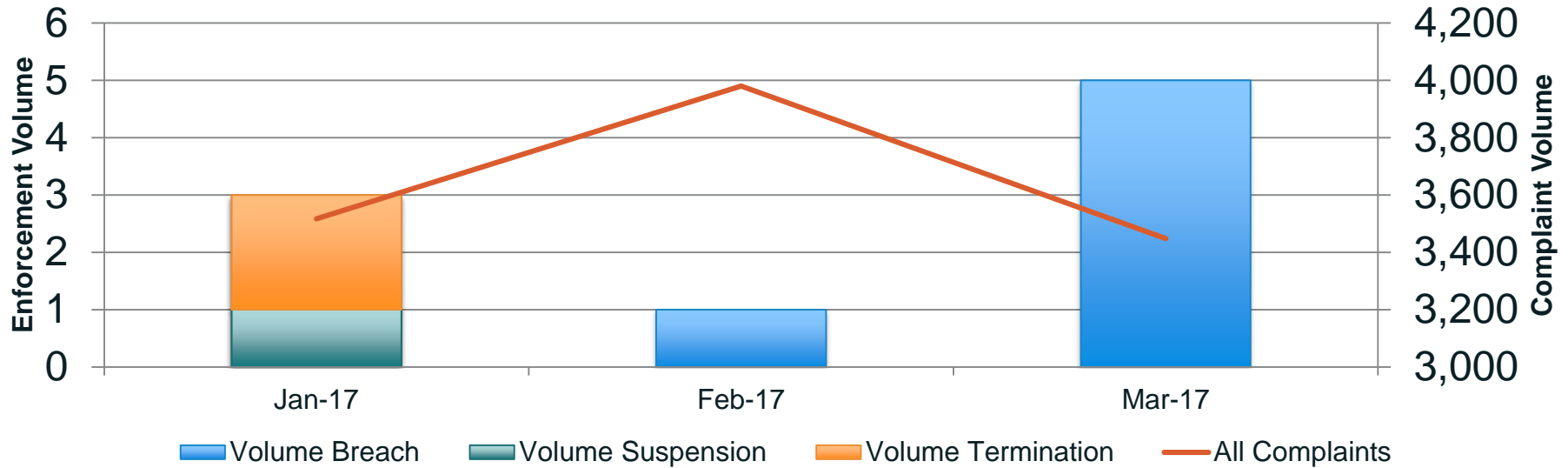
Breach Notice Reason	Quantity
Breach Notice Reasons	10
• Cured *	3
• Not Cured	7

\* There were an additional 4 breach notices reasons that were sent in a previous period and **cured** in this period.

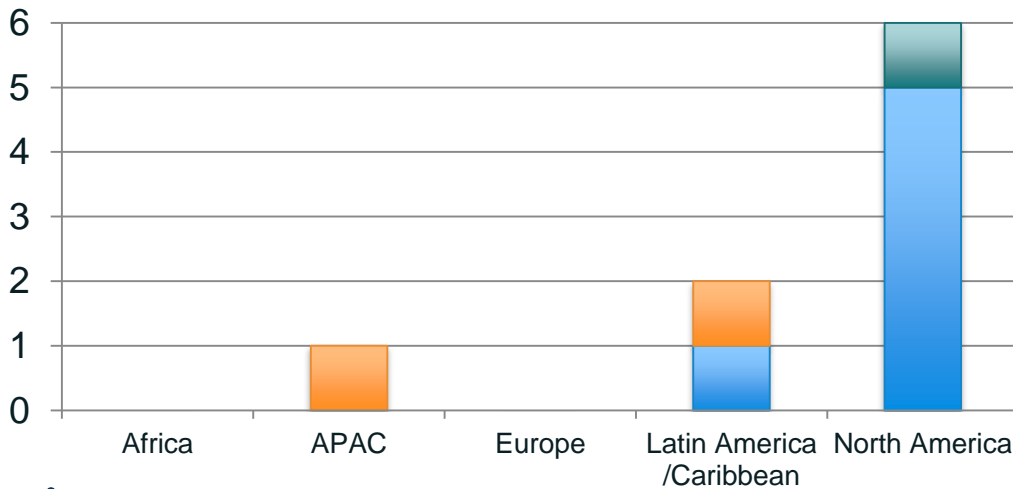


Disclaimer: Due to rounding, percentages may not always appear to add up to 100%.

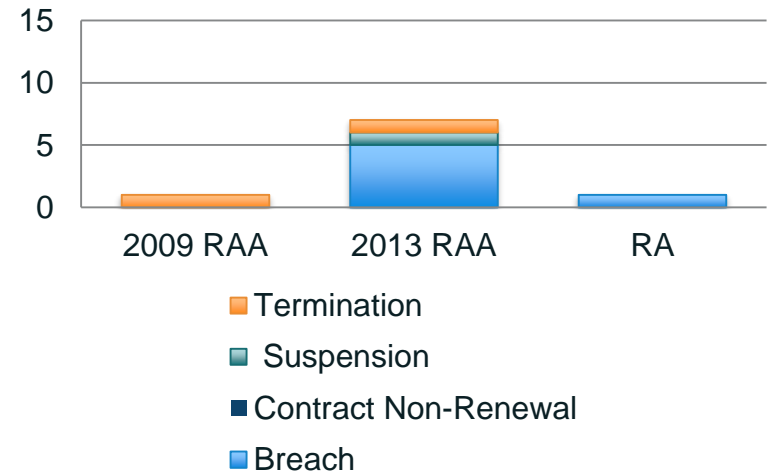
# Global Formal Notice Trends (January – March 2017)



## Region



## Contract Type

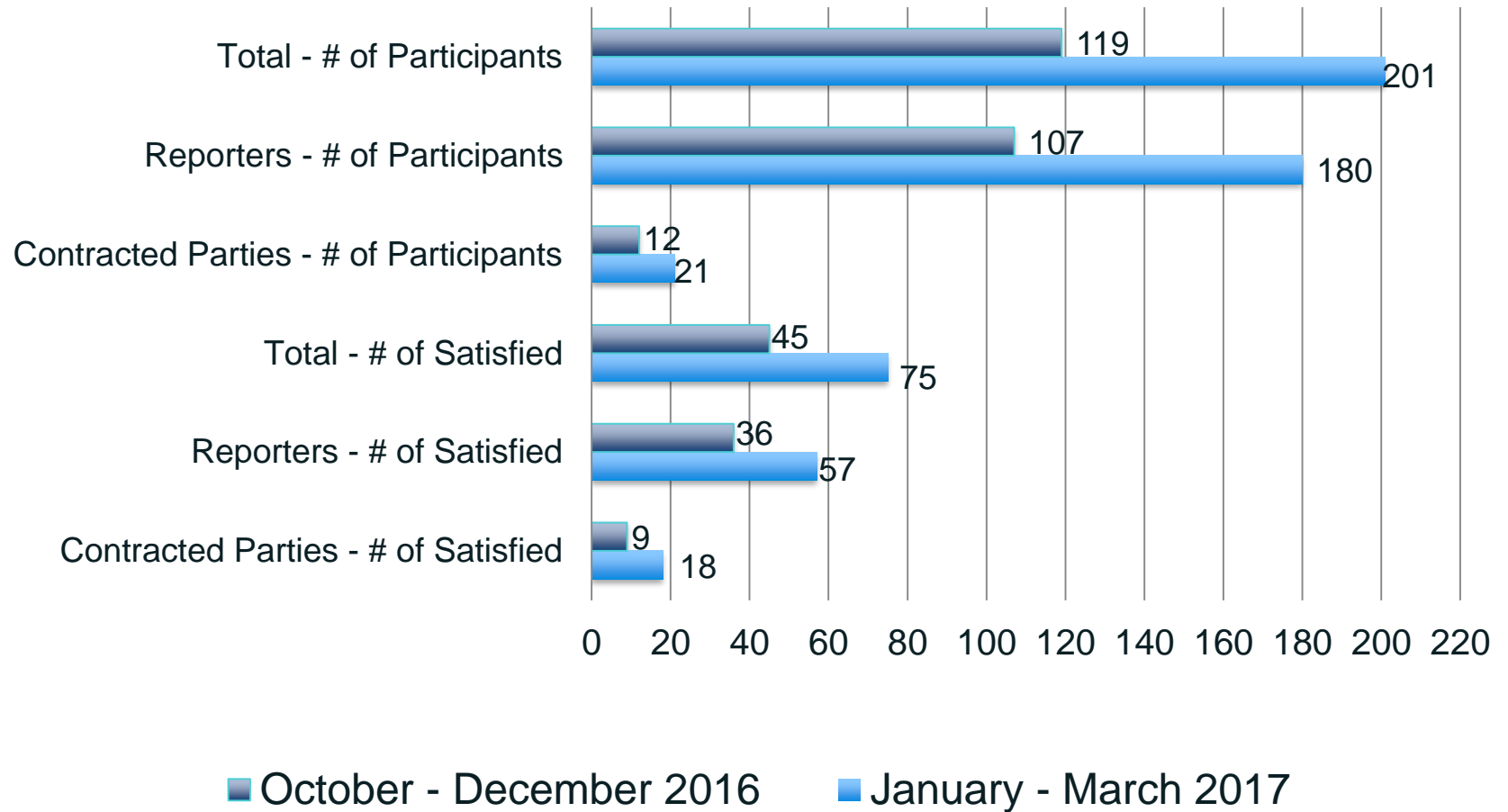




# Complaint and Notice Volumes by Quarter

	Q4 2016 [Oct 16 – Dec 16]	Q1 2017 [Jan 17 – Mar 17]
	Complaint Volume	Complaint Volume
Registrar	12,817	10,467
Registry	381	478
Total New Complaints	13,198	10,945
Total Prior Month(s) Carryover	4,618	9,325
Total Complaints	17,816	20,270
	Complaints Closed	Complaints Closed
Volume Closed Before 1st Notice	6,489	7,661
Total Closed	10,942	14,008
	Formal Notices	Formal Notices
Volume Breach	9	6
Volume Contract Non-Renewal	0	0
Volume Suspension	2	1
Volume Termination	2	2

# Satisfaction Survey Results



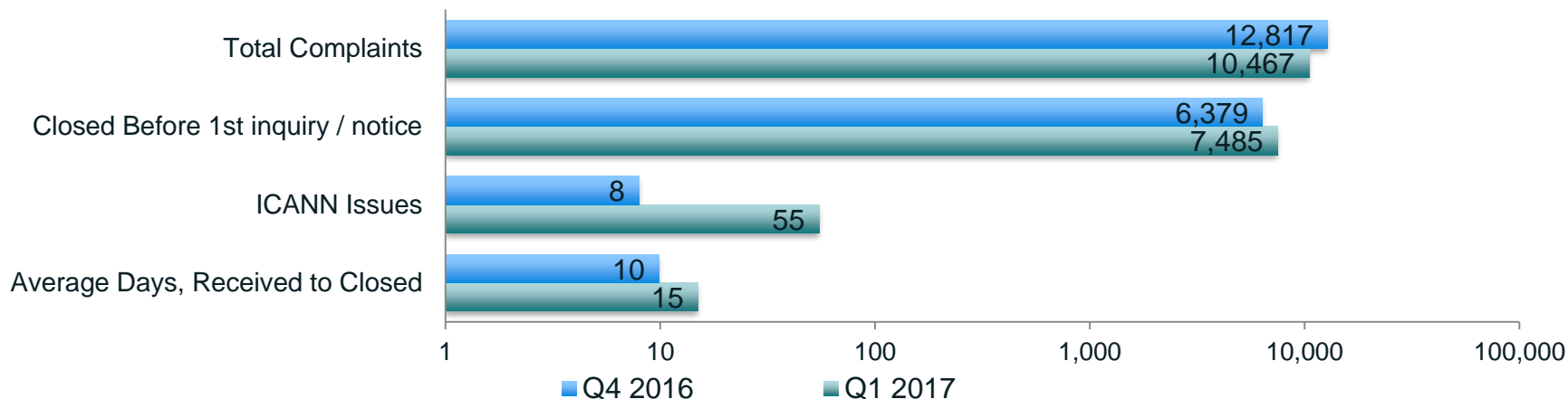
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# Registrar Metrics

# Registrar Complaint Types in Detail

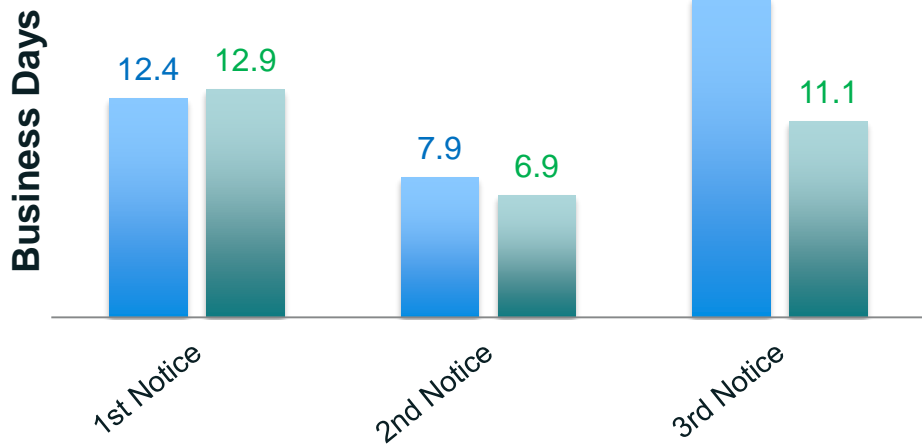
Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q4 2016	Q1 2017	Q4 2016	Q1 2017	Q4 2016	Q1 2017
WHOIS Inaccuracy	10,521	7,150	4,903	5,080	7	4
WHOIS Quality Review	4	2	1	0	0	0
WHOIS Inaccuracy Bulk Submission	230	935	1	55	0	0
WHOIS Inaccuracy Individual Submission	4734	6,213	2680	3,519	3	2
WHOIS Accuracy Reporting System (WHOIS ARS)	5553	0	2221	1,506	4	2
Transfer	1,074	1,477	721	1,152	1	0
Domain Renewal	212	209	152	174	0	0
WHOIS Format	182	351	72	273	0	0
Domain Deletion	175	241	148	230	0	0
Abuse	133	214	79	136	0	0
WHOIS Unavailable	118	226	57	91	0	0
WHOIS Service Level Agreements	112	114	97	113	0	0
Data Escrow	79	131	16	32	0	51
Customer Service	56	94	50	75	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	54	69	23	34	0	0
Registrar Information Specification (RIS)	28	46	19	34	0	0
Registrar Contact	24	36	17	38	0	0
Privacy/Proxy	19	14	15	11	0	0
Registrar Other	12	6	0	0	0	0
Failure To Notify	6	9	7	8	0	0
Fees	5	13	0	0	0	0
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	5	4	3	4	0	0
Reseller Agreement	2	1	0	0	0	0
CEO Certification	0	62	0	0	0	0
<b>Total</b>	<b>12,817</b>	<b>10,467</b>	<b>6,379</b>	<b>7,485</b>	<b>8</b>	<b>55</b>

# Registrar Complaint Volume and Turnaround Time (TAT)



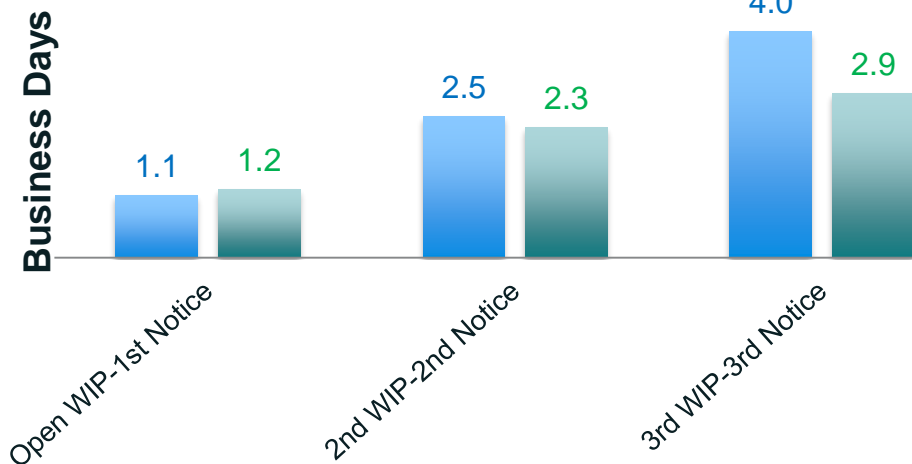
## Registrar Average TAT

■ Q4 2016 ■ Q1 2017

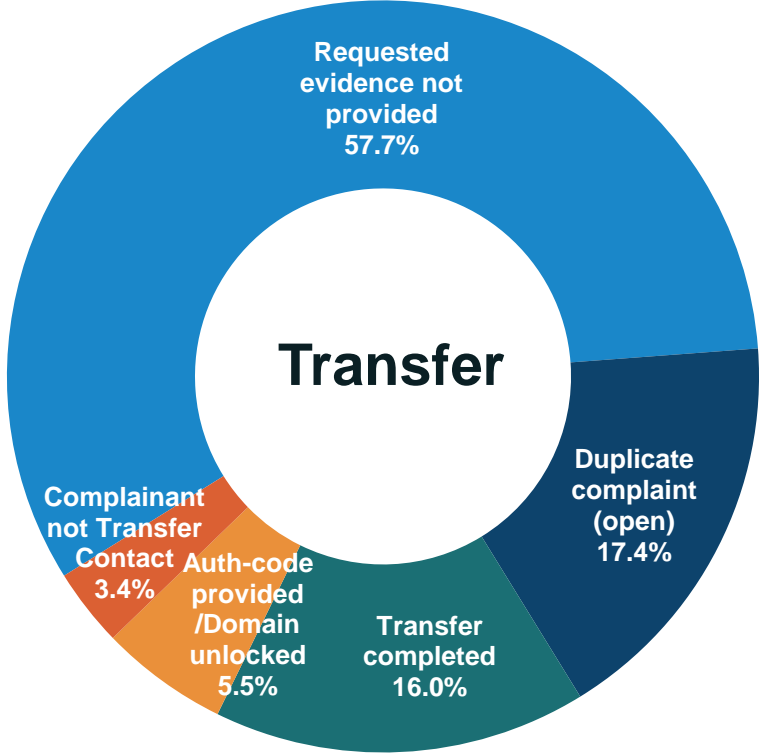
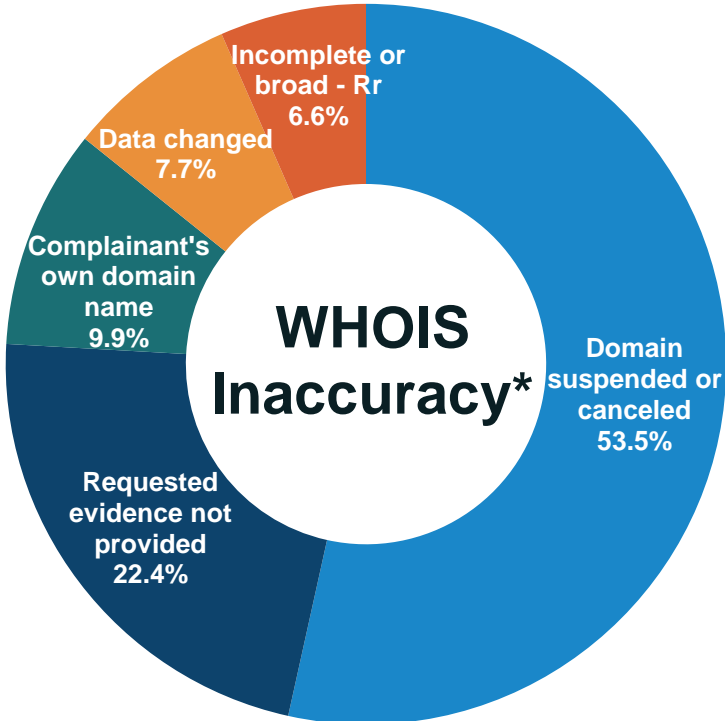


## Staff Average TAT

■ Q4 2016 ■ Q1 2017



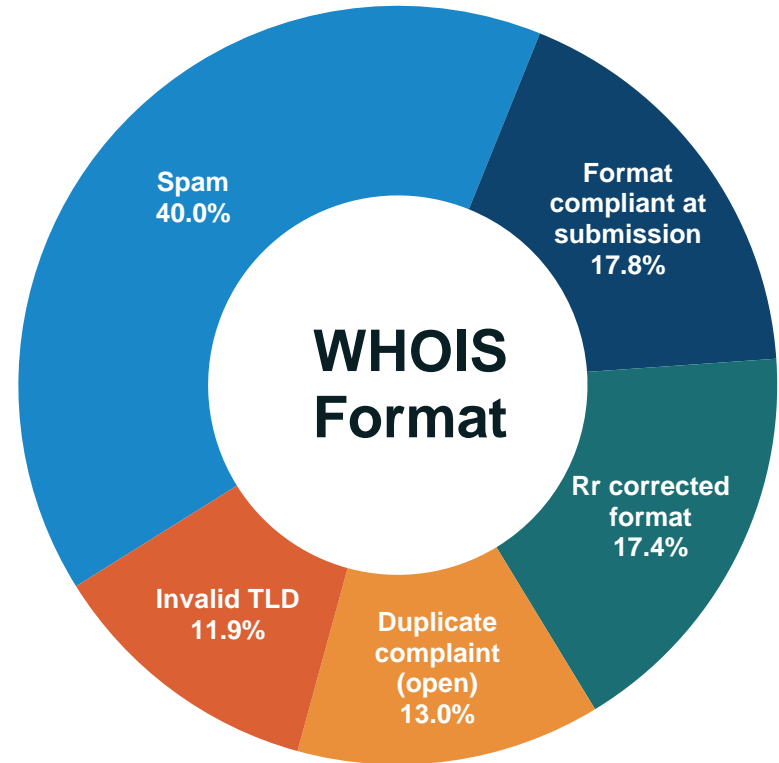
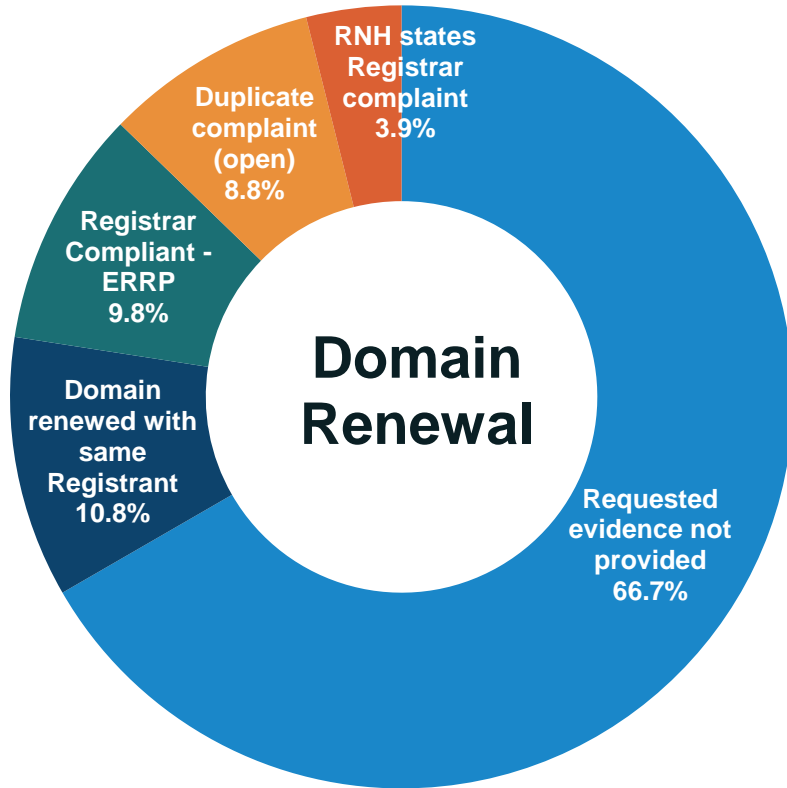
# Registrar Complaint Types and Top Closure Reasons (January – March 2017)



\* Does not include "WHOIS Accuracy Reporting System."

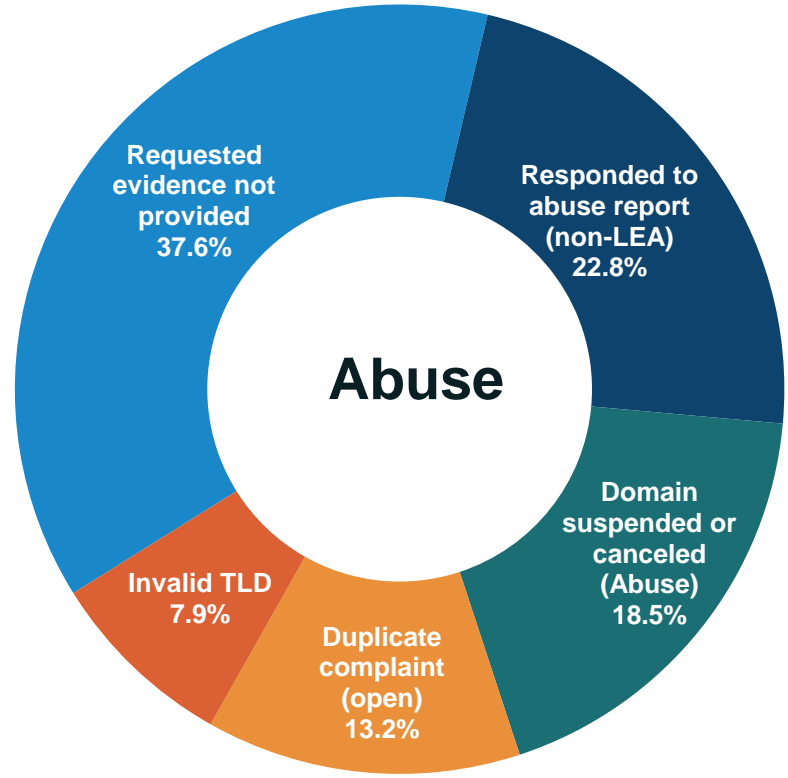
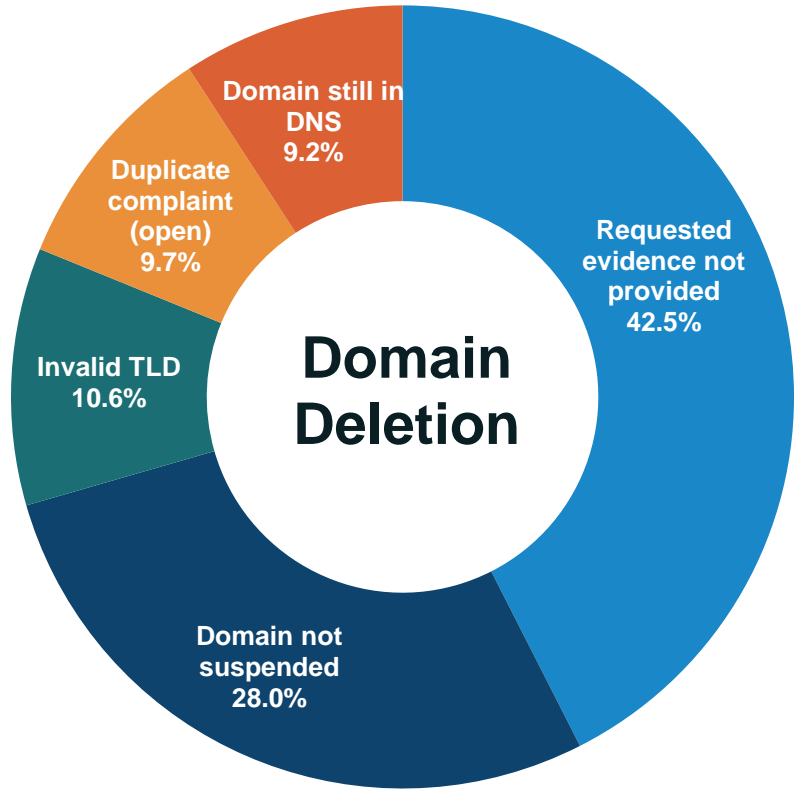
Disclaimer: Due to rounding, percentages may not always add up to 100%.

# Registrar Complaint Types and Top Closure Reasons (January – March 2017)



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# Registrar Complaint Types and Top Closure Reasons (January - March 2017)



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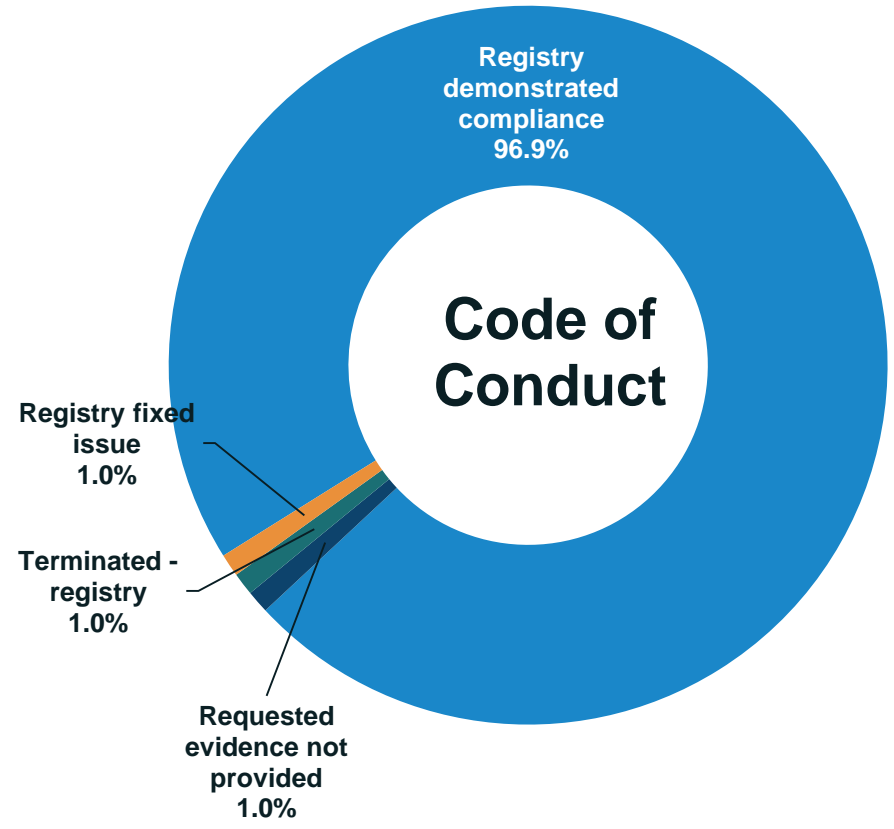
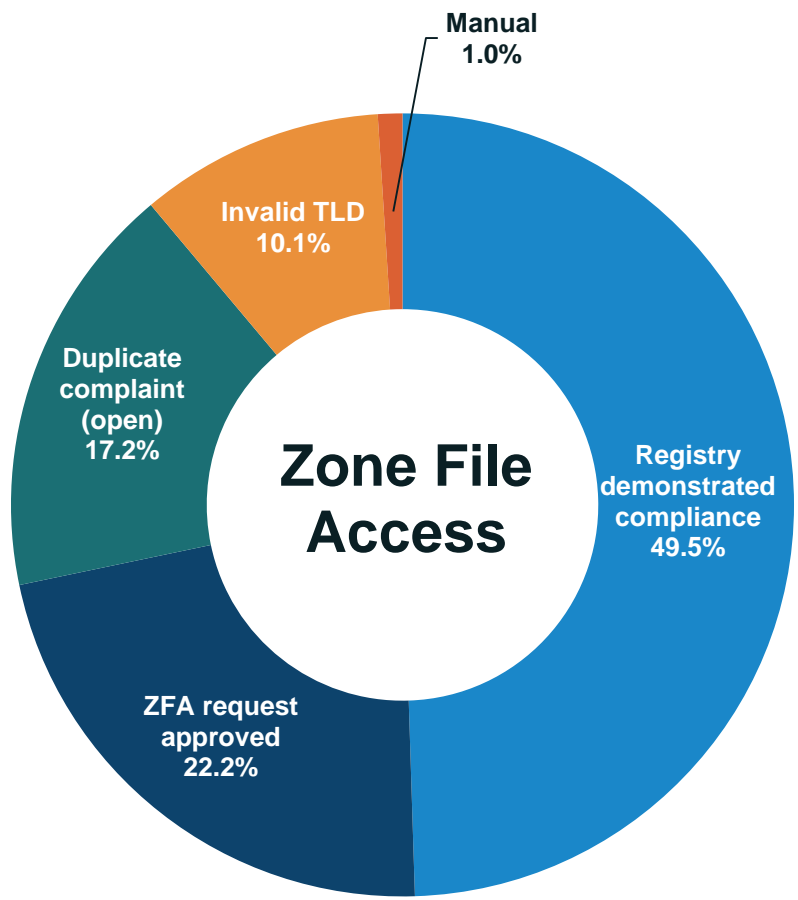
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# Registry Metrics

# Registry Complaint Types in Detail

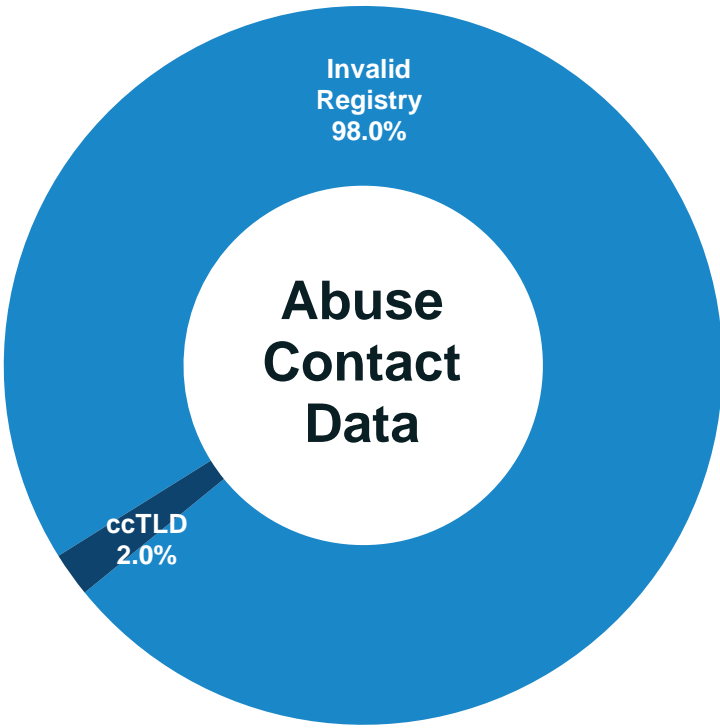
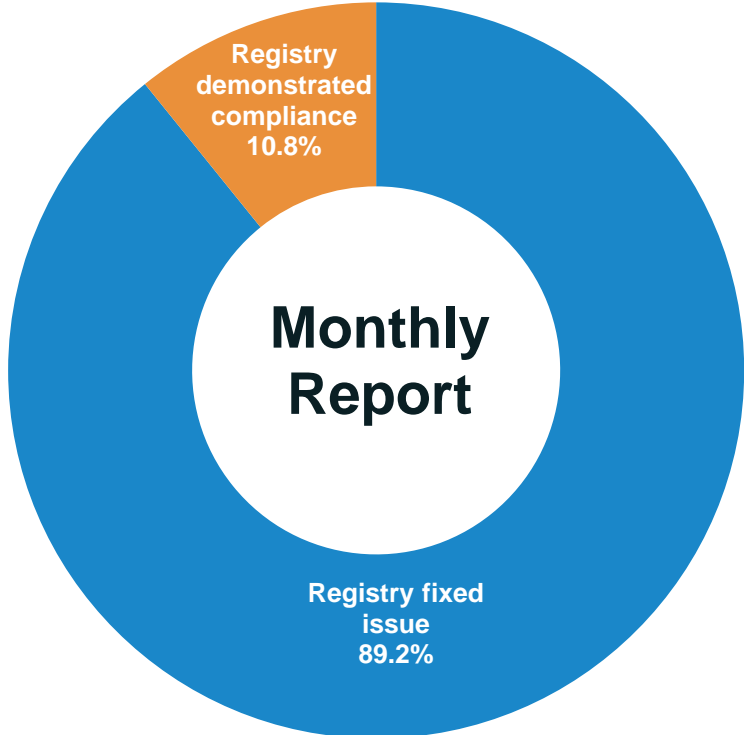
Registry Complaints	Quantity		Closed Before 1st inquiry / notice		ICANN Issue	
	Q4 2016	Q1 2017	Q4 2016	Q1 2017	Q4 2016	Q1 2017
Zone File Access	151	84	35	49	0	0
Registry Data Escrow	48	53	0	0	0	0
Registry Other	44	37	31	33	0	0
Bulk Registration Data Access	32	9	0	0	4	0
Monthly Report	26	41	0	0	0	0
Service Level Agreement Alerts	18	31	0	0	2	0
Service Level Agreement	15	12	15	9	0	0
Reserved Names/Controlled Interruption	14	22	6	18	0	0
Abuse Contact Data	13	50	12	50	0	0
Bulk Zone File Access (ZFA)	4	0	0	0	0	0
Registry Fees	4	15	0	0	0	0
Registration Restrictions Dispute Resolution Procedure	4	9	4	9	0	0
Public Interest Commitments (PIC)	3	3	2	3	0	0
Sunrise	2	0	2	0	0	0
Code of Conduct	2	104	2	1	0	0
Claims Services	1	2	1	2	0	0
Uniform Rapid Suspension (URS)	0	5	0	1	0	0
Wildcard Prohibition	0	1	0	1	0	0
<b>Total</b>	<b>381</b>	<b>478</b>	<b>110</b>	<b>176</b>	<b>6</b>	<b>0</b>

# Registry Complaint Types and Top Closure Reasons (January – March 2017)



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# Registry Complaint Types and Top Closure Reasons (January – March 2017)



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# ICANN Contractual Compliance

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Thank you for taking the time to review the Contractual Compliance Quarterly Metrics.

If you have any questions, email them to:

[compliance@icann.org](mailto:compliance@icann.org)

To learn more about the ICANN Contractual Compliance Quarterly Metrics, go to: [ICANN Contractual Compliance Quarterly Metrics Explanation](#).