Contractual Compliance

Quarterly Metrics

2017 Quarter Two
April – June 2017

ICANN

Contractual Compliance Metrics
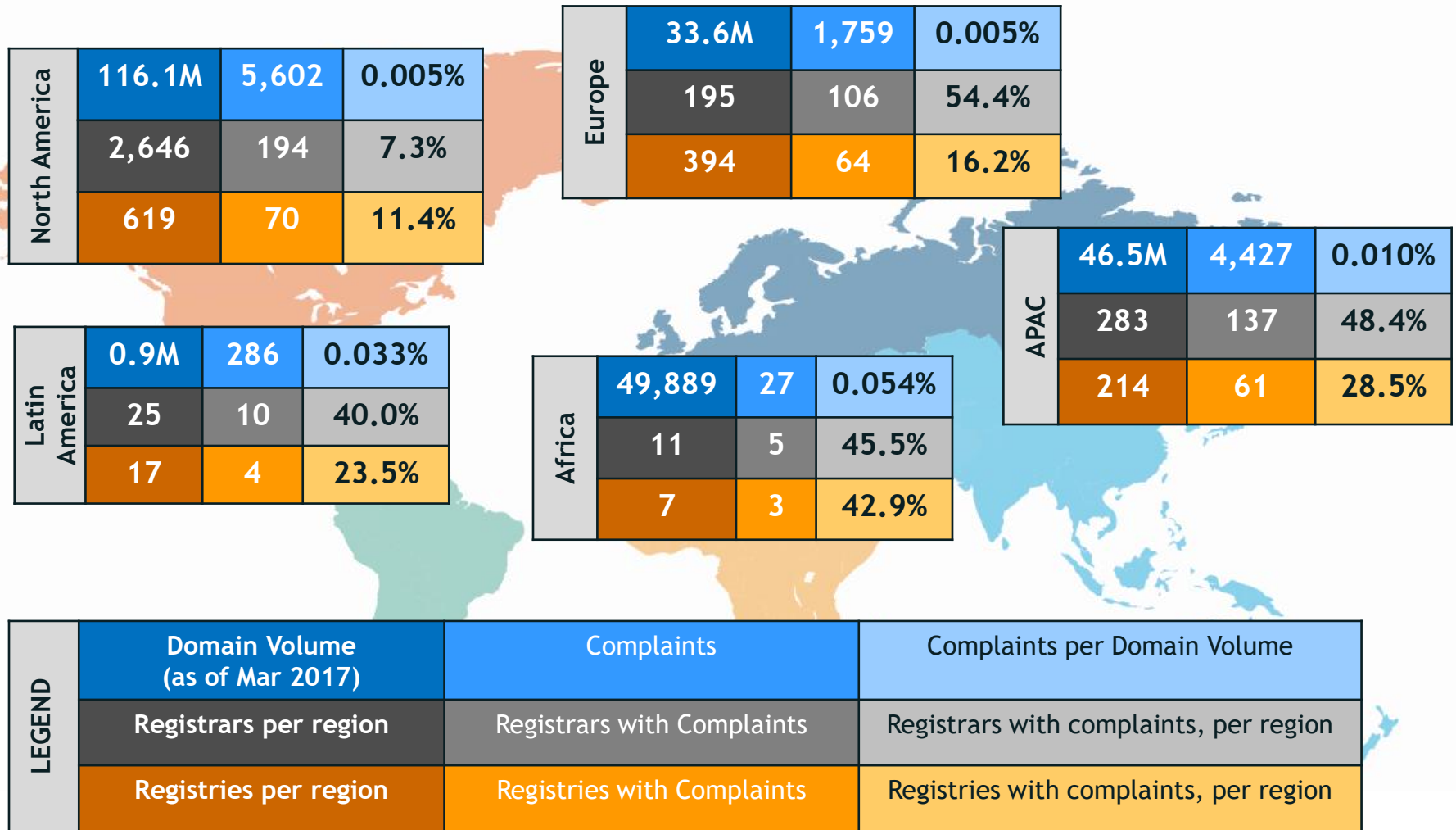

1 Global Metrics
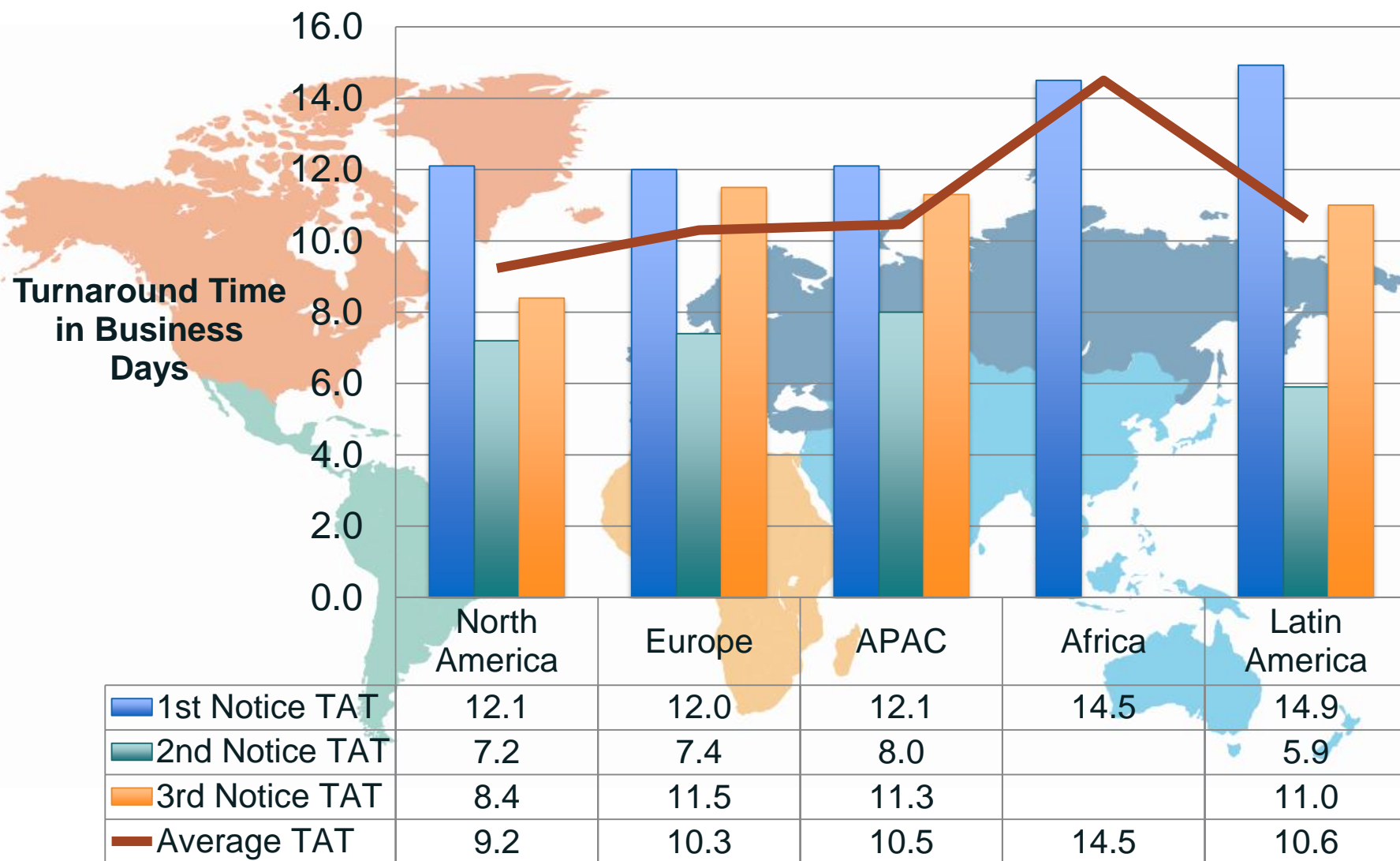
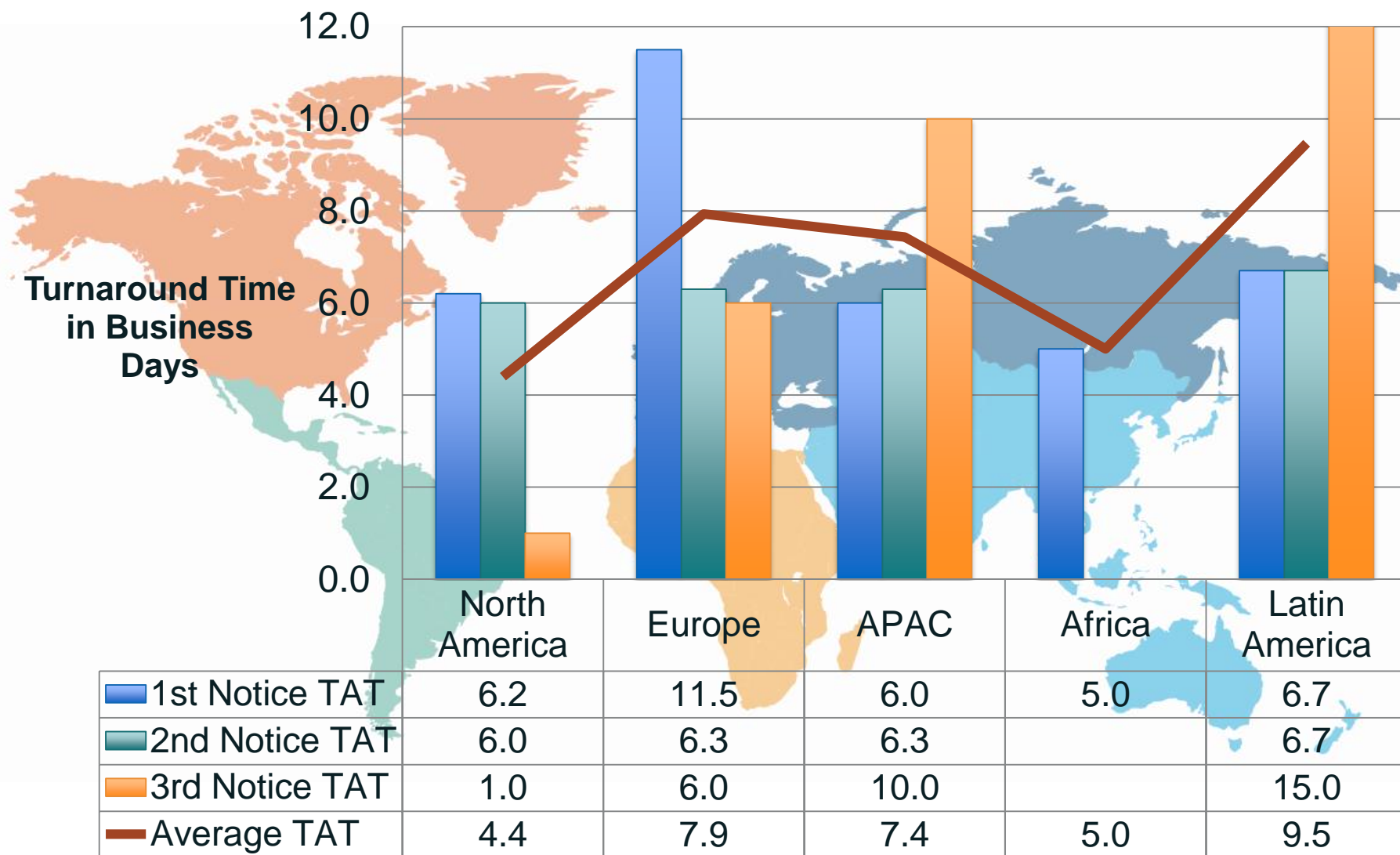2 Registrar Metrics

3 Registry Metrics

Global Metrics

Registrar and Registry Complaints by Region (April – June 2017)

North America

116.1M	5,602	0.005%
2,646	194	7.3%
619	70	11.4%

Europe

33.6M	1,759	0.005%
195	106	54.4%
394	64	16.2%

APAC

46.5M	4,427	0.010%
283	137	48.4%
214	61	28.5%

Latin America

0.9M	286	0.033%
25	10	40.0%
17	4	23.5%

Africa

49,889	27	0.054%
11	5	45.5%
7	3	42.9%

LEGEND

Domain Volume (as of Mar 2017)	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

ICANN

Regional Registrar Turnaround Time (April – June 2017)

Turnaround Time in Business Days

	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	12.1	12.0	12.1	14.5	14.9
2nd Notice TAT	7.2	7.4	8.0		5.9
3rd Notice TAT	8.4	11.5	11.3		11.0
Average TAT	9.2	10.3	10.5	14.5	10.6

Regional Registry Turnaround Time (April – June 2017)

Turnaround Time in Business Days

	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	6.2	11.5	6.0	5.0	6.7
2nd Notice TAT	6.0	6.3	6.3		6.7
3rd Notice TAT	1.0	6.0	10.0		15.0
Average TAT	4.4	7.9	7.4	5.0	9.5

Global Formal Notice Activity (April – June 2017)

Notices	Quantity
Breach	7
Non-Renewal	0
Suspension	0
Termination	3

Breach Notice Reason	Quantity
Breach Notice Reasons	8
• Cured *	5
• Not Cured	3

* There were an additional 3 breach notices reasons that were sent in a previous period and **cured** in this period.
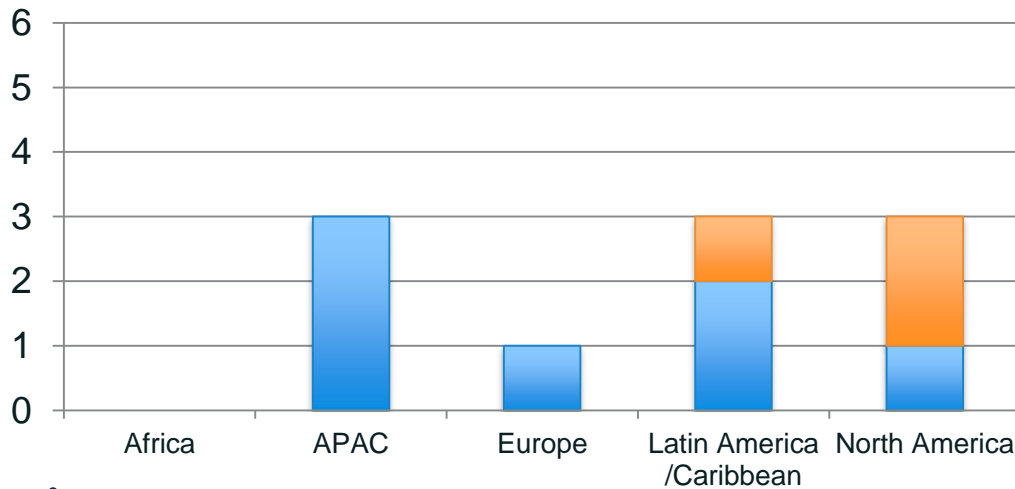
Breach Notice Reasons

- 2013 RAA 3.15 - Respond to audits 12.5%
- 2013 RAA 3.4.2-.3 - Maintain and provide records 12.5%
- Base RA Article 6 - Pay past due fees 25.0%
- 2013 RAA 3.6 - Escrow registration data 12.5%
- 2013 RAA 3.9 - Pay accreditation fees 37.5%
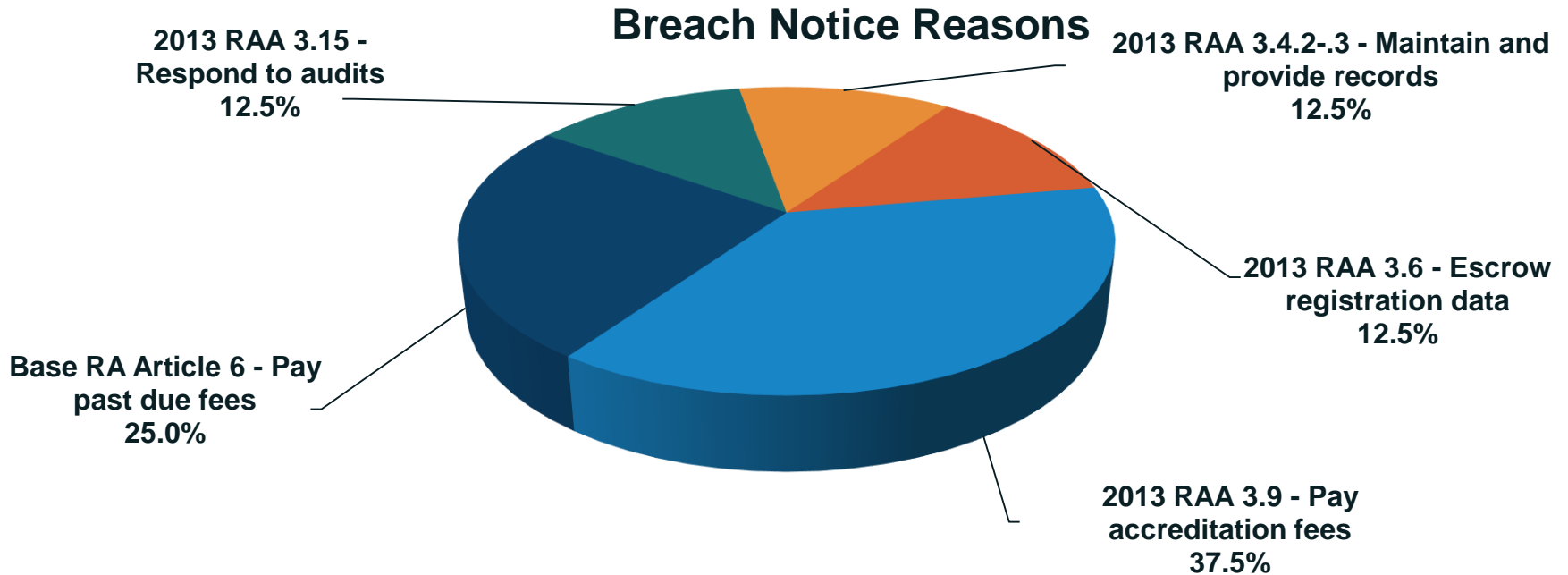
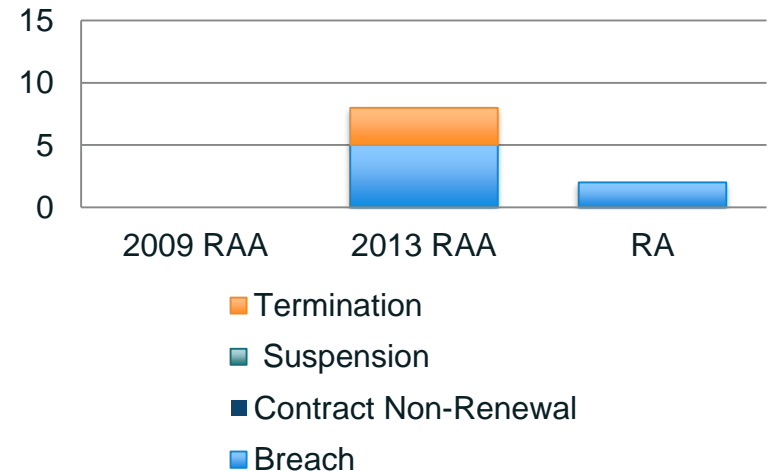*Disclaimer: Due to rounding, percentages may not always appear to add up to 100%.*
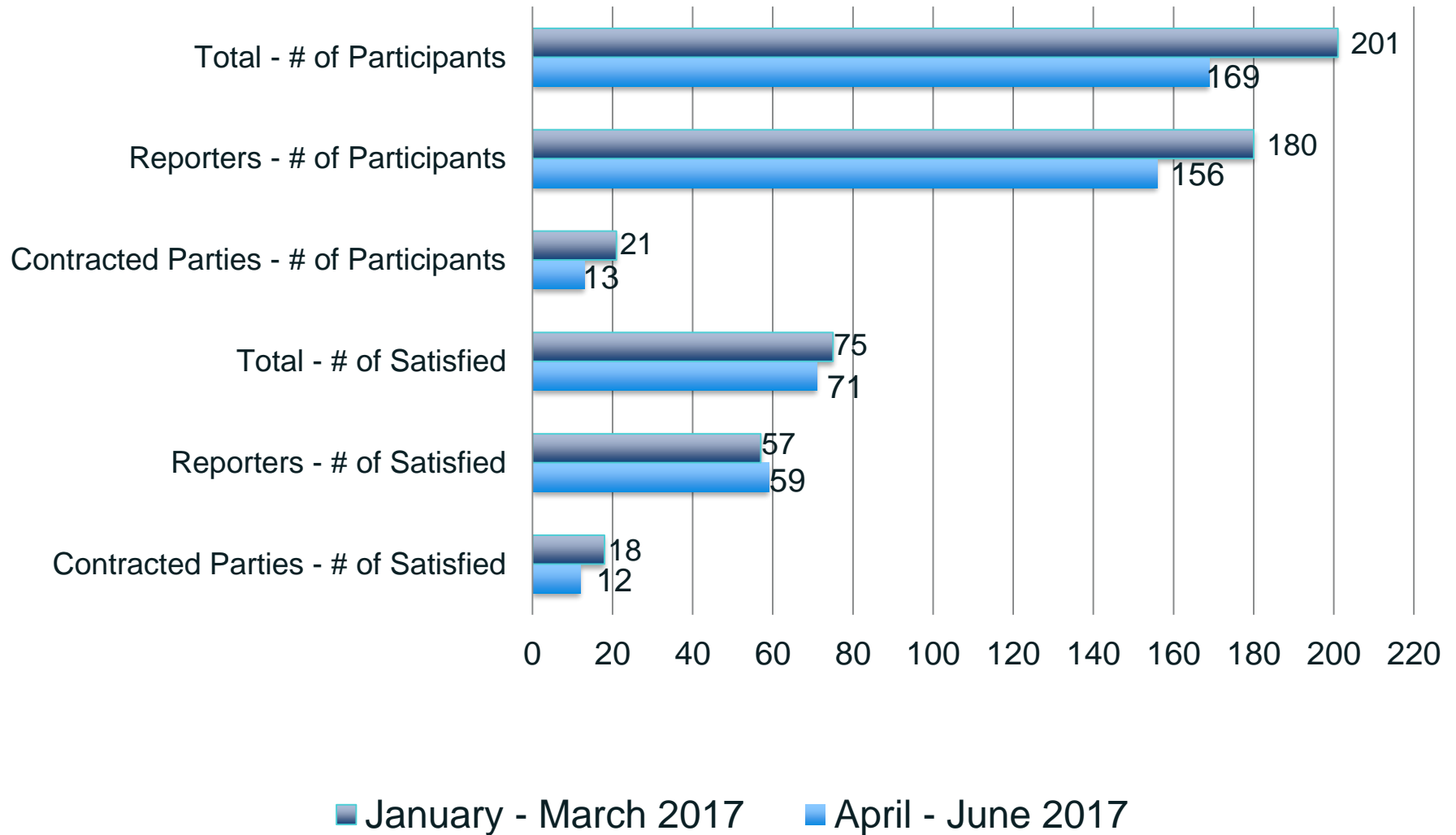
Global Formal Notice Trends (April – June 2017)
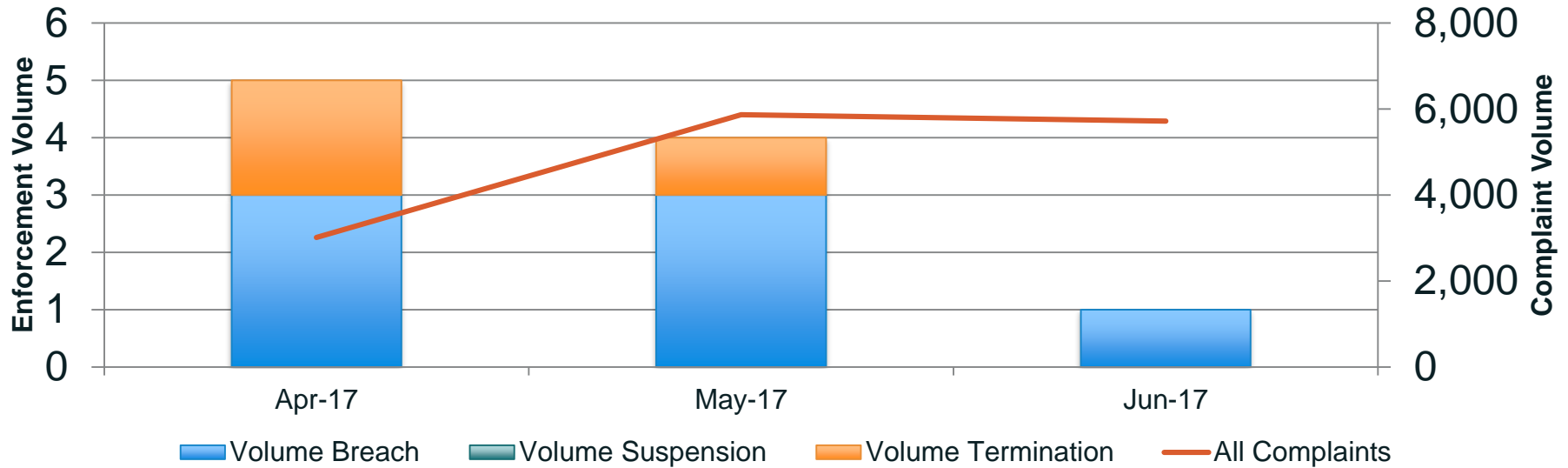
Complaint and Notice Volumes by Quarter

	Q1 2017 [Jan 17 – Mar 17]	Q2 2017 [Apr 17 – Jun 17]
	Complaint Volume	Complaint Volume
Registrar	10,467	14,183
Registry	478	404
Total New Complaints	10,945	14,587
Total Prior Month(s) Carryover	9,325	5,220
Total Complaints	20,270	19,807
	Complaints Closed	Complaints Closed
Volume Closed Before 1st Notice	7,661	7,070
Total Closed	14,008	11,283
	Formal Notices	Formal Notices
Notice of Breach	6	7
Contract Non-Renewal	0	0
Notice of Suspension	1	0
Notice of Termination	2	3

Satisfaction Survey Results

Bar chart comparing January - March 2017 and April - June 2017:

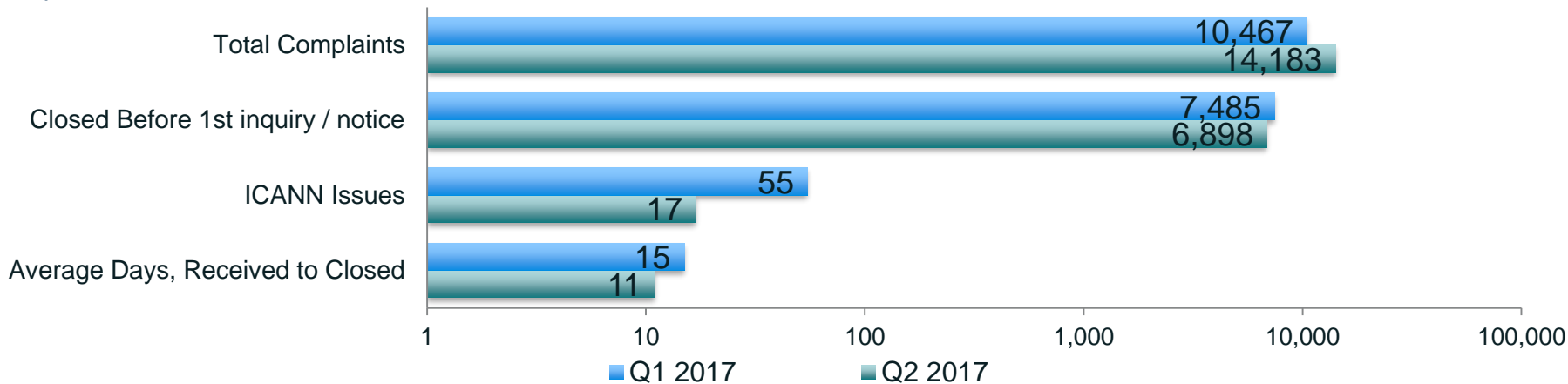| Category	January - March 2017	April - June 2017
Total - # of Participants	201	169
Reporters - # of Participants	180	156
Contracted Parties - # of Participants	21	13
Total - # of Satisfied	75	71
Reporters - # of Satisfied	57	59
Contracted Parties - # of Satisfied	18	12

Registrar Metrics

Registrar Complaint Types in Detail

Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q1 2017	Q2 2017	Q1 2017	Q2 2017	Q1 2017	Q2 2017
WHOIS Inaccuracy	7,150	11039	5,080	4386	4	17
WHOIS Quality Review	2	6	0	0	0	0
WHOIS Inaccuracy Bulk Submission	935	725	55	27	0	0
WHOIS Inaccuracy Individual Submission	6,213	5,607	3,519	3,375	2	0
WHOIS Accuracy Reporting System (WHOIS ARS)	0	4,701	1,506	984	2	17
Transfer	1,477	1,520	1,152	1,168	0	0
WHOIS Format	351	318	273	290	0	0
Domain Deletion	241	255	230	253	0	0
WHOIS Unavailable	226	155	91	118	0	0
Abuse	214	172	136	113	0	0
Domain Renewal	209	203	174	170	0	0
Data Escrow	131	113	32	50	51	0
WHOIS Service Level Agreements	114	100	113	100	0	0
Customer Service	94	129	75	119	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	69	53	34	33	0	0
CEO Certification	62	0	0	0	0	0
Registrar Information Specification (RIS)	46	47	34	36	0	0
Registrar Contact	36	33	38	26	0	0
Privacy/Proxy	14	15	11	14	0	0
Fees	13	0	0	0	0	0
Failure To Notify	9	15	8	15	0	0
Registrar Other	6	5	0	0	0	0
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	4	9	4	7	0	0
Reseller Agreement	1	2	0	0	0	0
Total	10,467	14,183	7,485	6,898	55	17

Registrar Complaint Volume and Turnaround Time (TAT)

Total Complaints: 10,467 (Q1 2017), 14,183 (Q2 2017)
Closed Before 1st inquiry / notice: 7,485 (Q1 2017), 6,898 (Q2 2017)
ICANN Issues: 55 (Q1 2017), 17 (Q2 2017)
Average Days, Received to Closed: 15 (Q1 2017), 11 (Q2 2017)

■ Q1 2017   ■ Q2 2017

Registrar Average TAT

■ Q1 2017   ■ Q2 2017

Business Days

- 1st Notice: 12.9 (Q1 2017), 12.1 (Q2 2017)
- 2nd Notice: 6.9 (Q1 2017), 7.1 (Q2 2017)
- 3rd Notice: 11.1 (Q1 2017), 9.9 (Q2 2017)

Staff Average TAT

■ Q1 2017   ■ Q2 2017

Business Days

- Open WIP-1st Notice: 1.2 (Q1 2017), 1.1 (Q2 2017)
- 2nd WIP-2nd Notice: 2.3 (Q1 2017), 2.5 (Q2 2017)
- 3rd WIP-3rd Notice: 2.9 (Q1 2017), 3.4 (Q2 2017)

Registrar Complaint Types and Top Closure Reasons (April – June 2017)

WHOIS Inaccuracy*

- Domain suspended or canceled 47.4%
- Requested evidence not provided 27.0%
- Data changed 9.8%
- Complainant's own domain name 9.6%
- Incomplete or broad 6.2%

Transfer

- Requested evidence not provided 58.0%
- Duplicate complaint (open) 14.8%
- Transfer completed 12.5%
- Auth-code provided /Domain unlocked 9.2%
- Registrar demonstrated compliance 5.4%

*   *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 (April – June 2017)

Domain Renewal

- Requested evidence not provided 63.2%
- Registrar Compliant - ERRP 16.6%
- Duplicate complaint (open) 8.8%
- Domain renewed with same Registrant 7.3%
- Registrar fixed issue - ERRP 4.1%

WHOIS Format

- Duplicate complaint (closed) 55.6%
- Spam 17.4%
- Registrar corrected format 12.0%
- Requested evidence not provided 8.1%
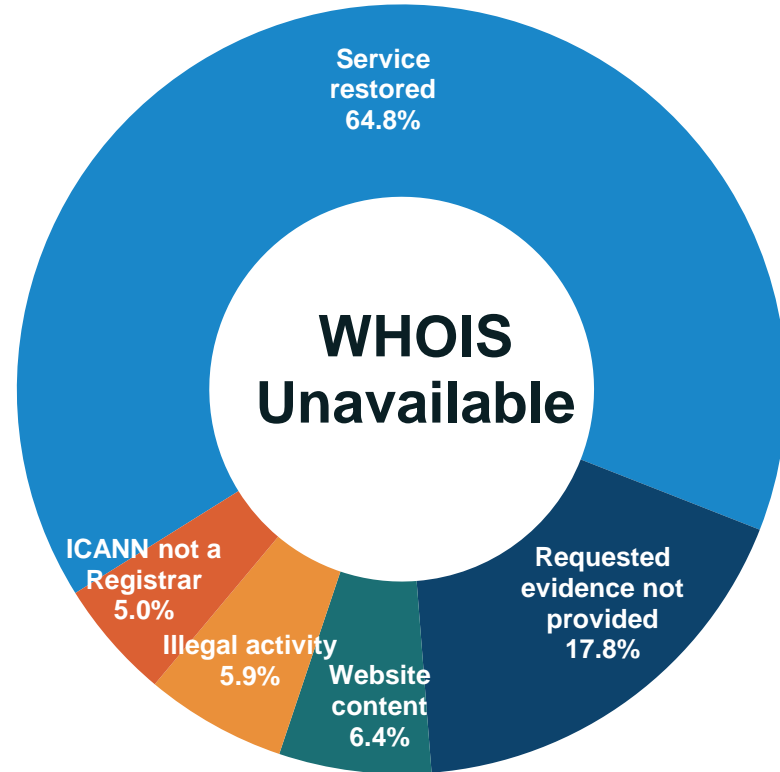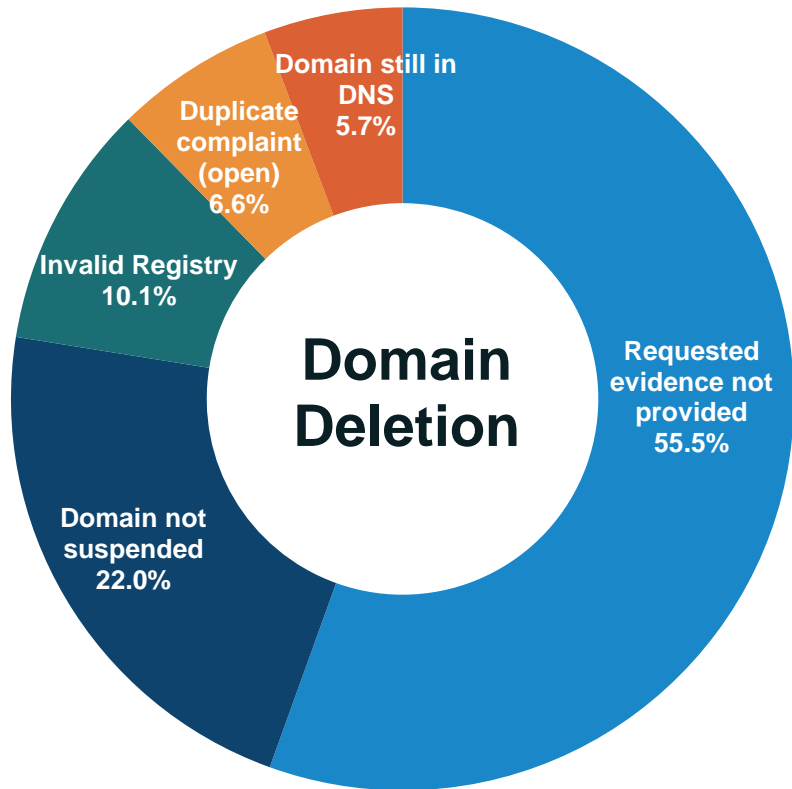- ccTLD 6.9%

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

Registrar Complaint Types and Top Closure Reasons (April – June 2017)

Domain Deletion

- Requested evidence not provided 55.5%
- Domain not suspended 22.0%
- Invalid Registry 10.1%
- Duplicate complaint (open) 6.6%
- Domain still in DNS 5.7%

WHOIS Unavailable

- Service restored 64.8%
- Requested evidence not provided 17.8%
- Website content 6.4%
- Illegal activity 5.9%
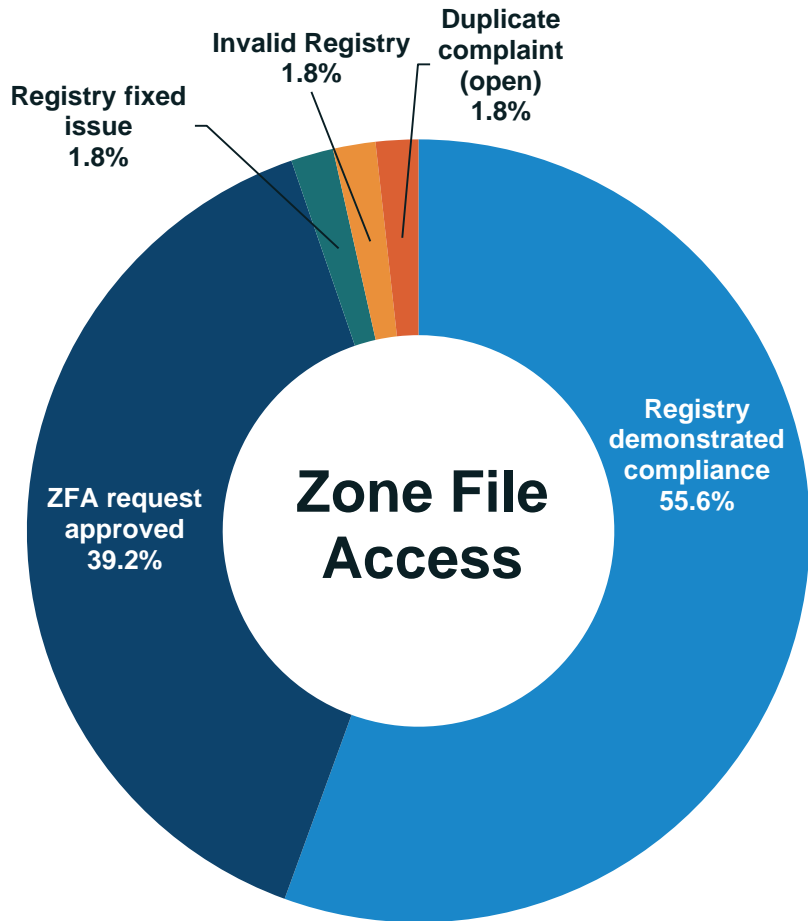- ICANN not a Registrar 5.0%
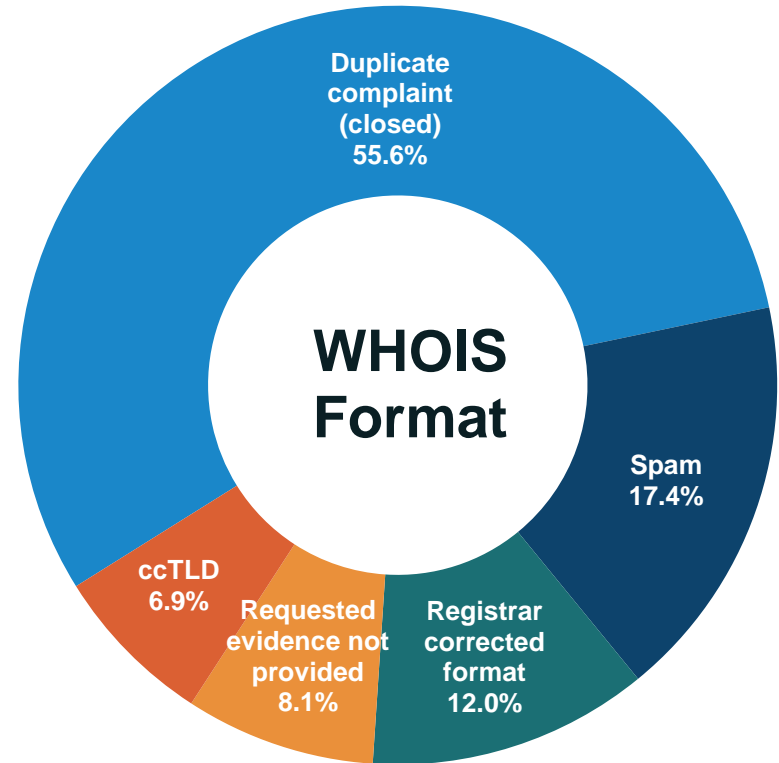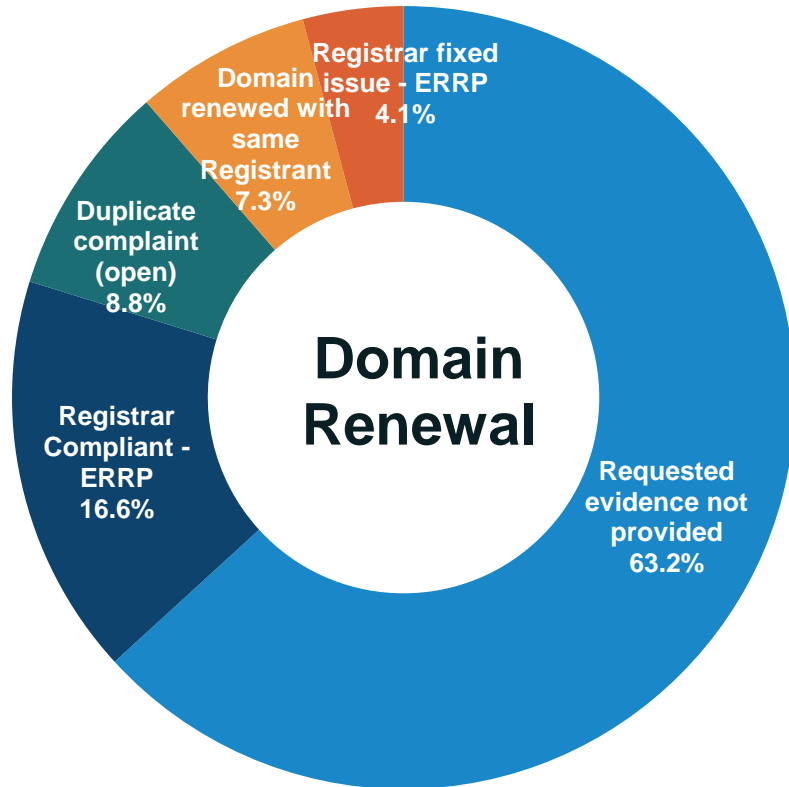
Disclaimer: Due to rounding, percentages may not always add up to 100%.

Registry Metrics

Registry Complaint Types in Detail

Registry Complaints	Quantity		Closed Before 1st inquiry / notice		ICANN Issue	
	Q1 2017	Q2 2017	Q1 2017	Q2 2017	Q1 2017	Q2 2017
Code of Conduct	104	2	1	3	0	0
Zone File Access	84	184	49	74	0	0
Registry Data Escrow	53	27	0	2	0	0
Abuse Contact Data	50	27	50	27	0	0
Monthly Report	41	20	0	0	0	0
Registry Other	37	21	33	22	0	0
Service Level Agreement Alerts	31	24	0	0	0	0
Reserved Names/Controlled Interruption	22	13	18	10	0	0
Registry Fees	15	0	0	0	0	0
Service Level Agreement	12	16	9	17	0	0
Registration Restrictions Dispute Resolution Procedure	9	11	9	11	0	0
Bulk Registration Data Access	9	36	0	0	0	0
Uniform Rapid Suspension (URS)	5	5	1	5	0	0
Public Interest Commitments (PIC)	3	1	3	1	0	0
Claims Services	2	0	2	0	0	0
Wildcard Prohibition	1	15	1	0	0	0
Bulk Zone File Access (ZFA)	0	2	0	0	0	0
Total	**478**	**404**	**176**	**172**	**0**	**0**

Registry Complaint Types and Top Closure Reasons (April – June 2017)

Zone File Access

- Registry demonstrated compliance 55.6%
- ZFA request approved 39.2%
- Registry fixed issue 1.8%
- Invalid Registry 1.8%
- Duplicate complaint (open) 1.8%

Monthly Report

- Registry fixed issue 60.7%
- Registry demonstrated compliance 39.3%

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

Registry Complaint Types & Top Closure Reasons (April – June 2017)

SLA Alerts
- Registry fixed issue 100.0%

Abuse Contact Date
- Invalid registry 88.9%
- Requested evidence not provided 3.7%
- Contact Data published 7.4%

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

ICANN Contractual Compliance

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

If you have any questions, email them to: compliance@icann.org

To learn more about the ICANN Contractual Compliance Quarterly Metrics, go to: ICANN Contractual Compliance Quarterly Metrics Explanation.