



Contractual Compliance

Quarterly Metrics

2017 Quarter Four

October - December 2017

Contractual Compliance Metrics

1

Global
Metrics

2

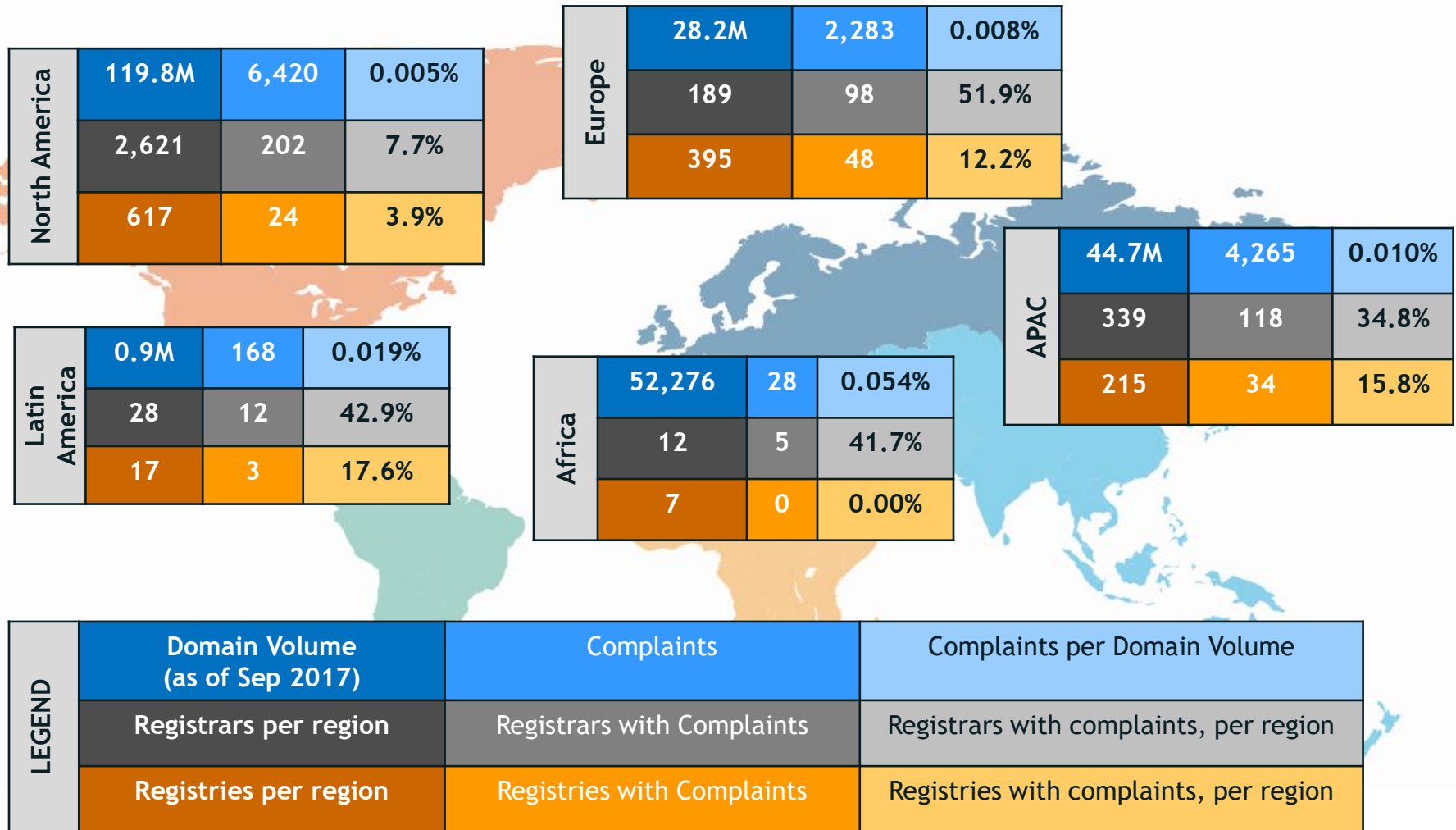
Registrar
Metrics

3

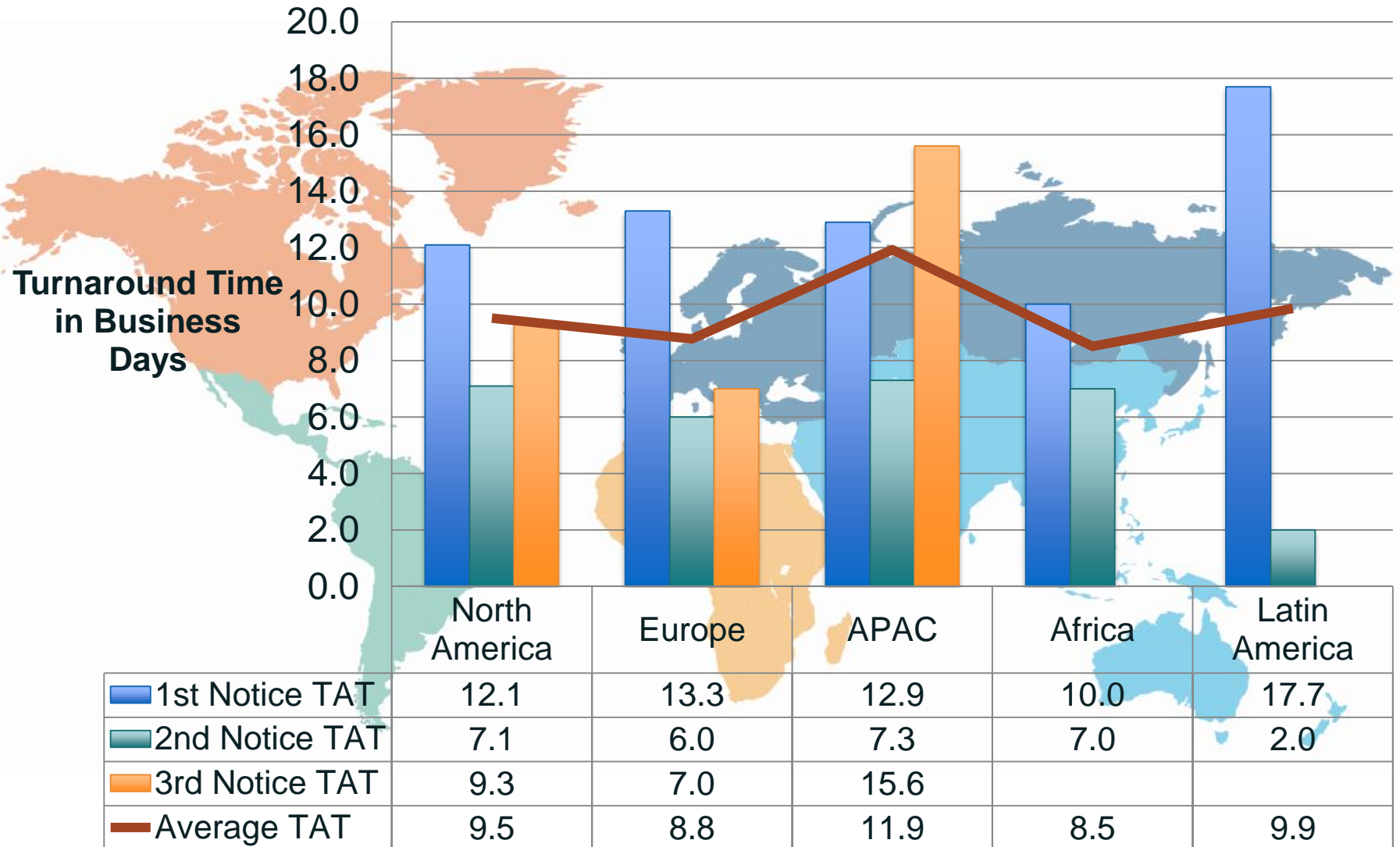
Registry
Metrics

Global Metrics

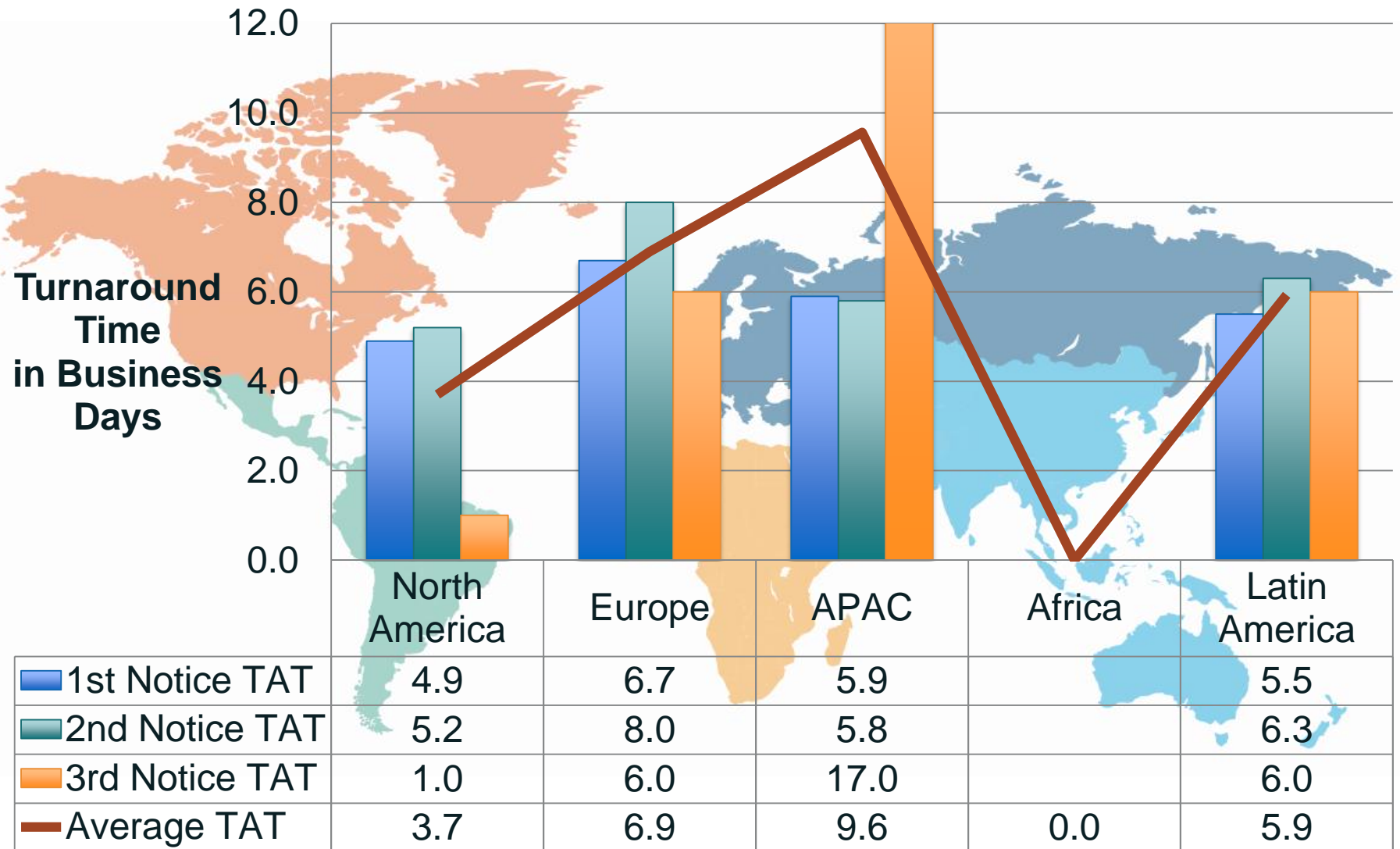
Registrar and Registry Complaints by Region (October – December 2017)



Regional Registrar Turnaround Time (October – December 2017)



Regional Registry Turnaround Time (October – December 2017)



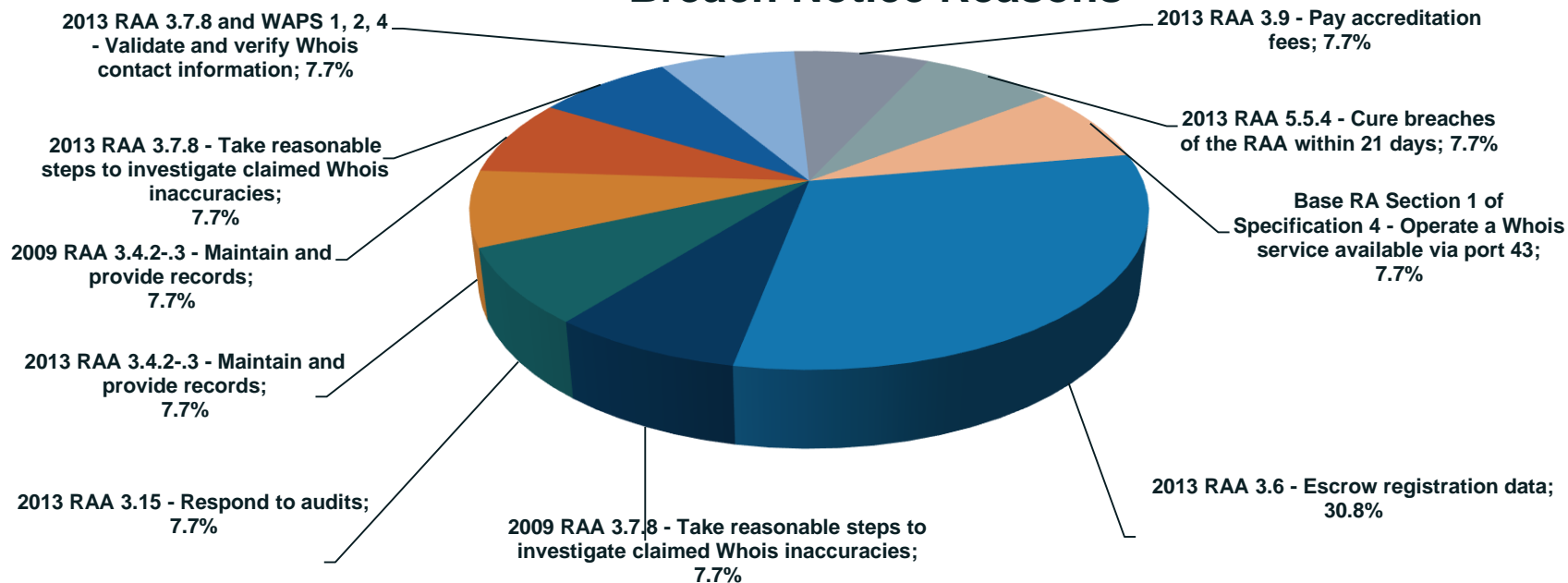
Global Formal Notice Activity (October – December 2017)

Notices	Quantity
Breach	9
Non-Renewal	0
Suspension	1
Termination	0

Breach Notice Reason	Quantity
Breach Notice Reasons	13
• Cured *	0
• Not Cured	13

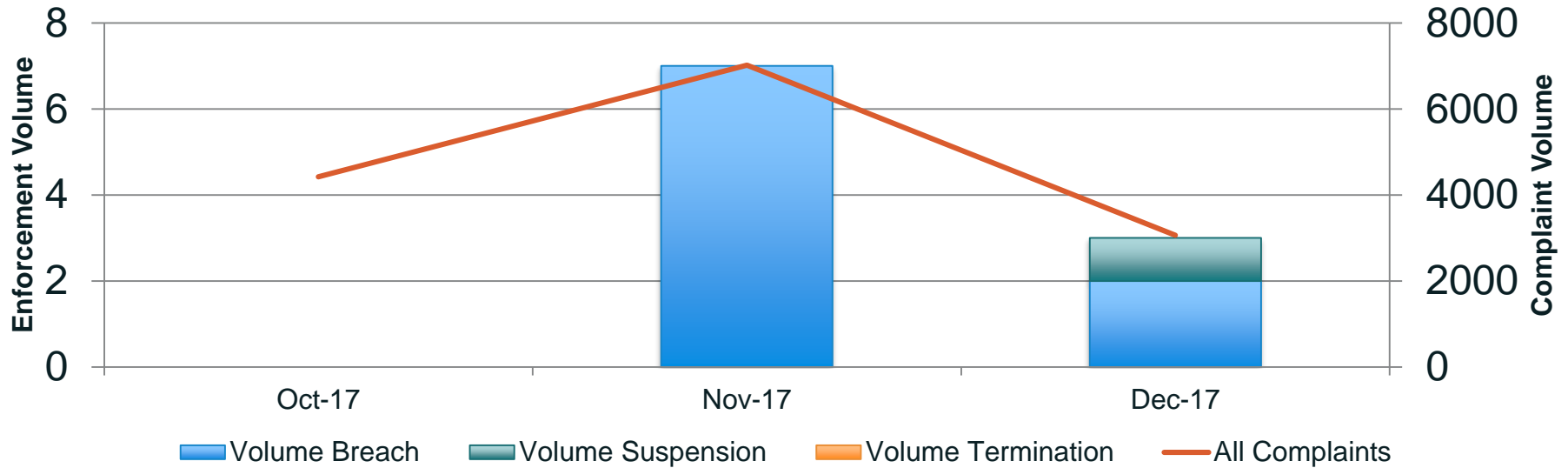
* There were an additional 2 breach notices reasons that were sent in a previous period & cured in this period .

Breach Notice Reasons

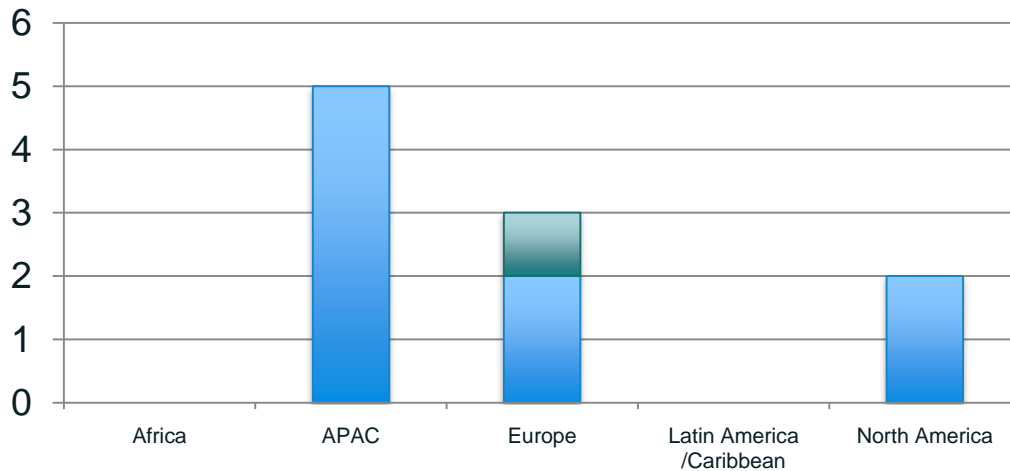


Disclaimer: Due to rounding, percentages may not always add up to 100%.

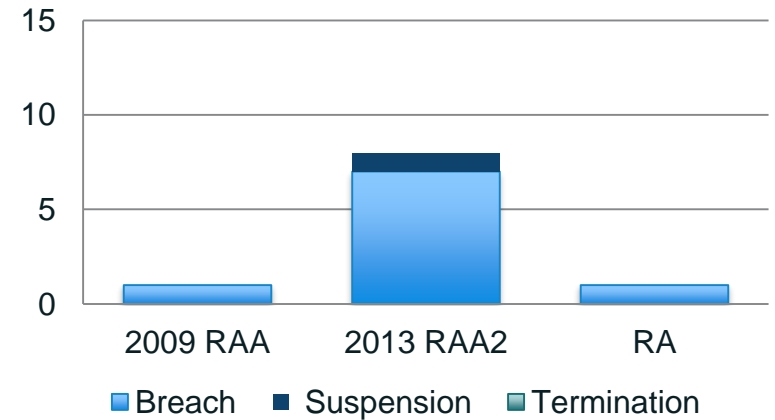
Global Formal Notice Trends (October – December 2017)



Region



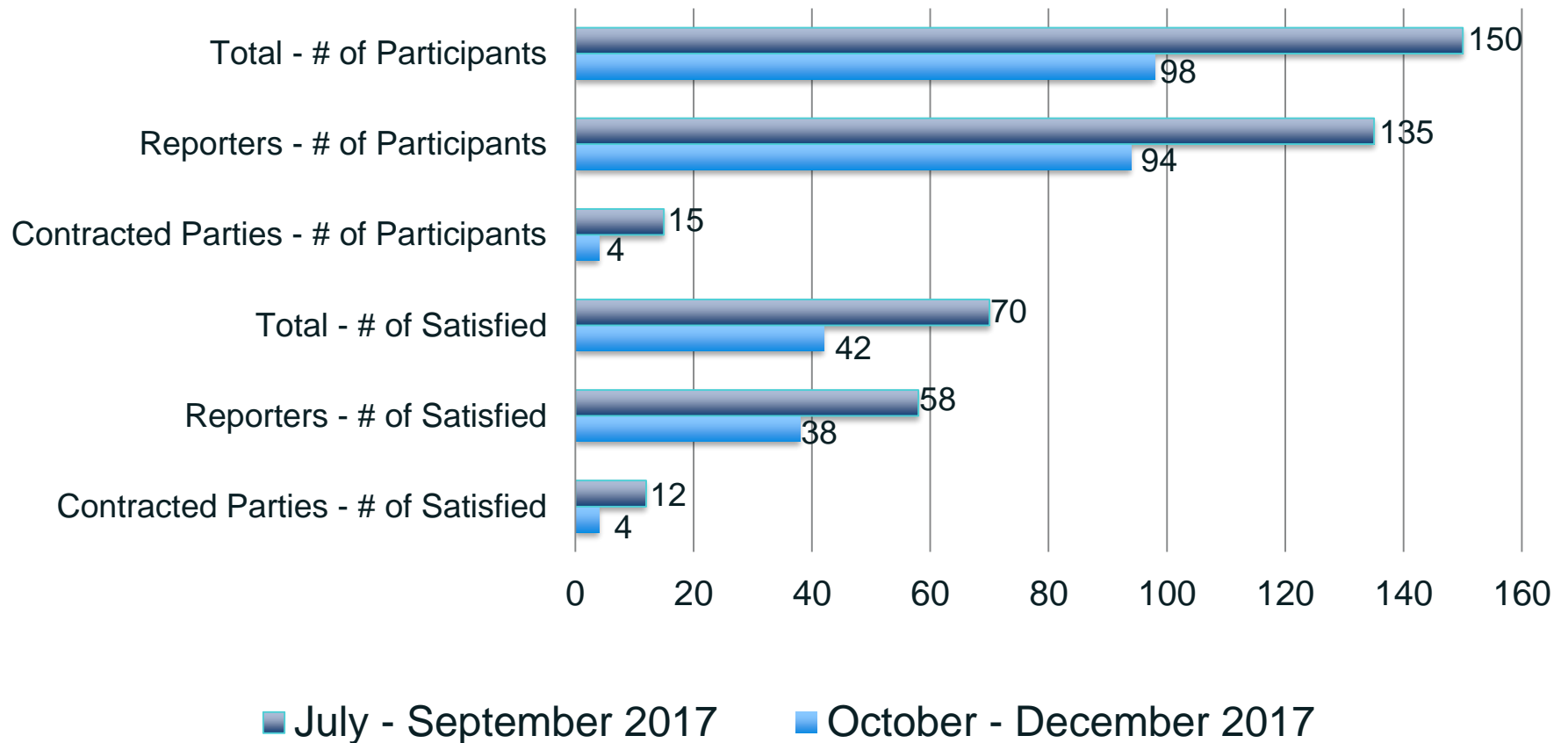
Contract Type



Complaint and Notice Volumes by Quarter

	Q3 2017 [Jul 17 – Sep 17]	Q4 2017 [Oct 17 – Dec 17]
	Complaint Volume	Complaint Volume
Registrar	10,123	14,237
Registry	337	260
Total New Complaints	10,460	14,497
Total Prior Month(s) Carryover	8,086	6,294
Total Complaints	18,546	20,791
	Complaints Closed	Complaints Closed
Volume Closed Before 1st Notice	7,793	6,981
Total Closed	12,906	11,486
	Formal Notices	Formal Notices
Notice of Breach	7	9
Contract Non-Renewal	0	0
Notice of Suspension	2	1
Notice of Termination	1	0

Satisfaction Survey Results

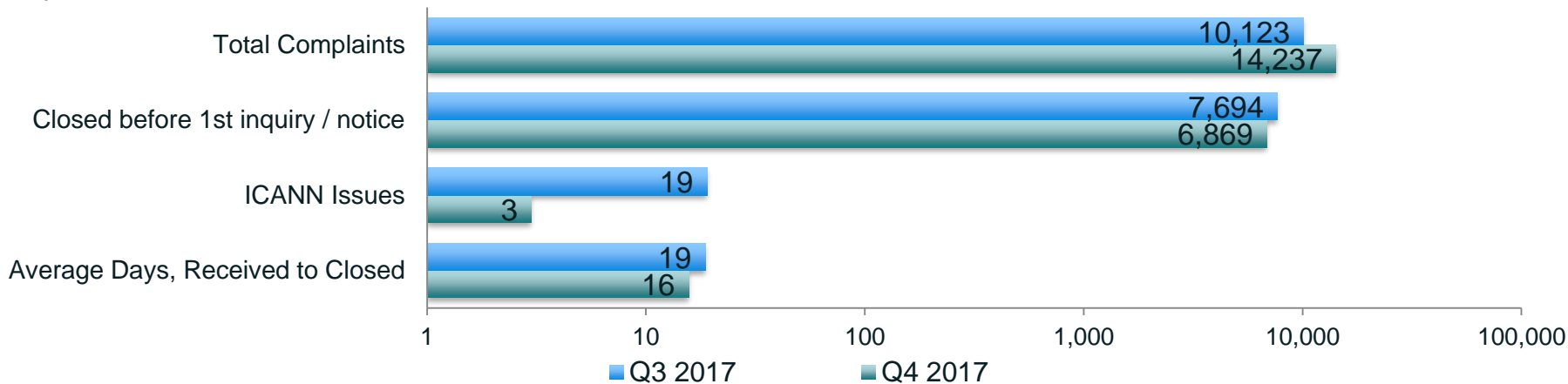


Registrar Metrics

Registrar Complaint Types in Detail

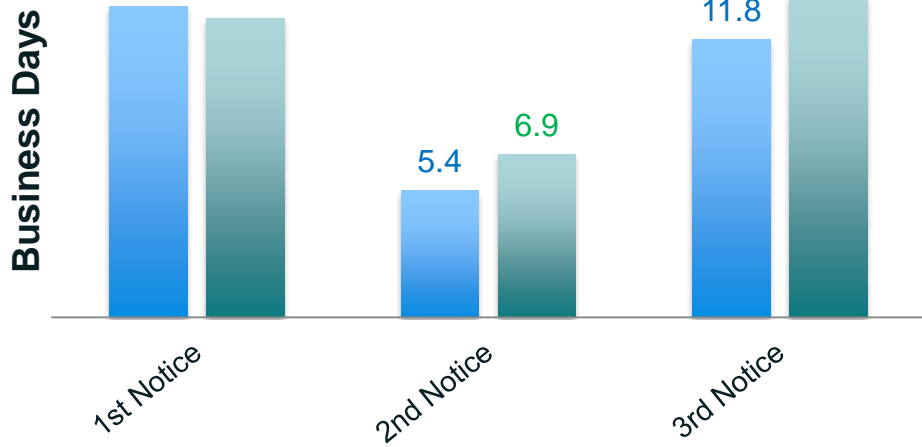
Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q3 2017	Q4 2017	Q3 2017	Q4 2017	Q3 2017	Q4 2017
Abuse	178	183	130	103	0	0
Customer Service	84	110	85	90	2	0
Data Escrow	51	31	13	1	13	0
Domain Deletion	278	245	277	217		0
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	14	6	14	5	0	0
Domain Renewal	186	202	153	162	0	0
Failure To Notify	14	16	13	15	0	0
Fees	0	13	0	2		0
Privacy/Proxy	8	21	9	17	0	0
Registrar Contact	26	36	27	32	0	0
Registrar Information Specification (RIS)	38	42	36	35	0	0
Registrar Other	5	8	0	0	0	0
Reseller Agreement	3	0	0	0	0	0
Transfer	1,309	1,199	1,059	945	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	46	45	27	29	0	0
WHOIS Format	237	224	217	180	0	0
WHOIS Inaccuracy	7,392	11,575	5,412	4,826	4	3
WHOIS Quality Review	5	9	0	0	0	0
WHOIS Inaccuracy Bulk Submission	912	627	57	7	0	0
WHOIS Inaccuracy Individual submission	6475	6,300	3,841	3,660	4	3
WHOIS Accuracy Reporting System (WHOIS ARS)	0	4,639	1,514	1,159	0	0
WHOIS Service Level Agreements	125	125	119	106	0	0
WHOIS Unavailable	129	156	103	104	0	0
Total	10,123	14,237	7,694	6,869	19	3

Registrar Complaint Volume and Turnaround Time (TAT)



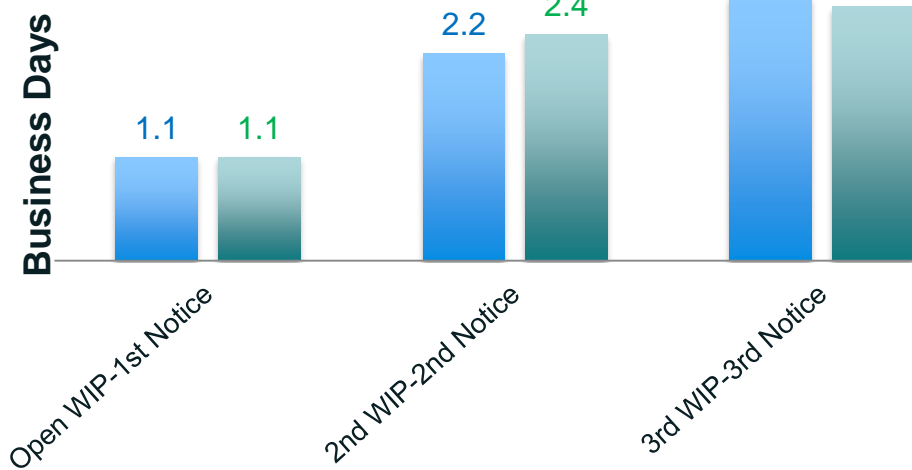
Registrar Average TAT

■ Q3 2017 ■ Q4 2017

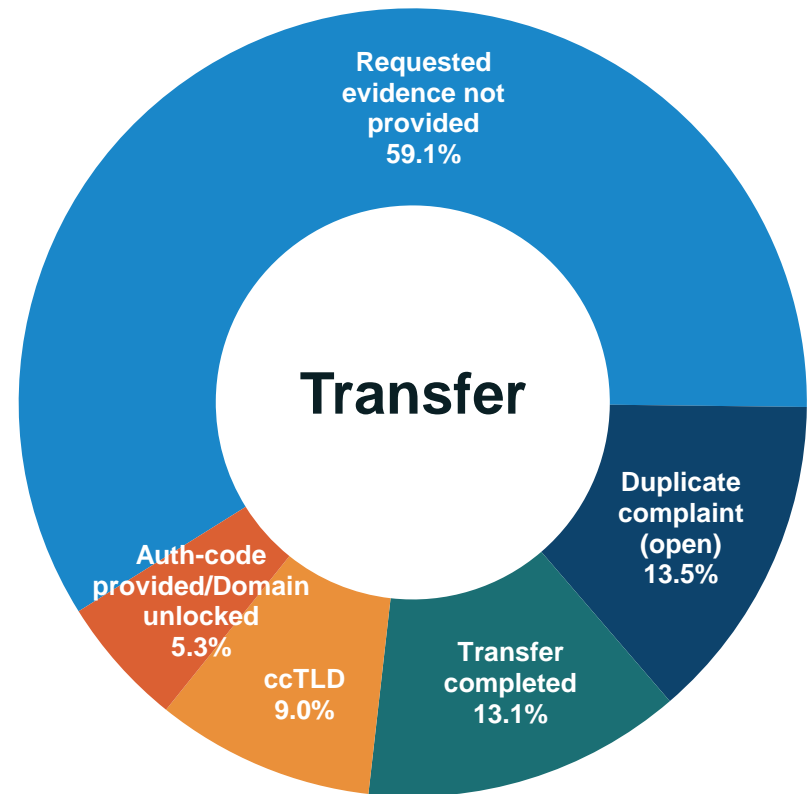
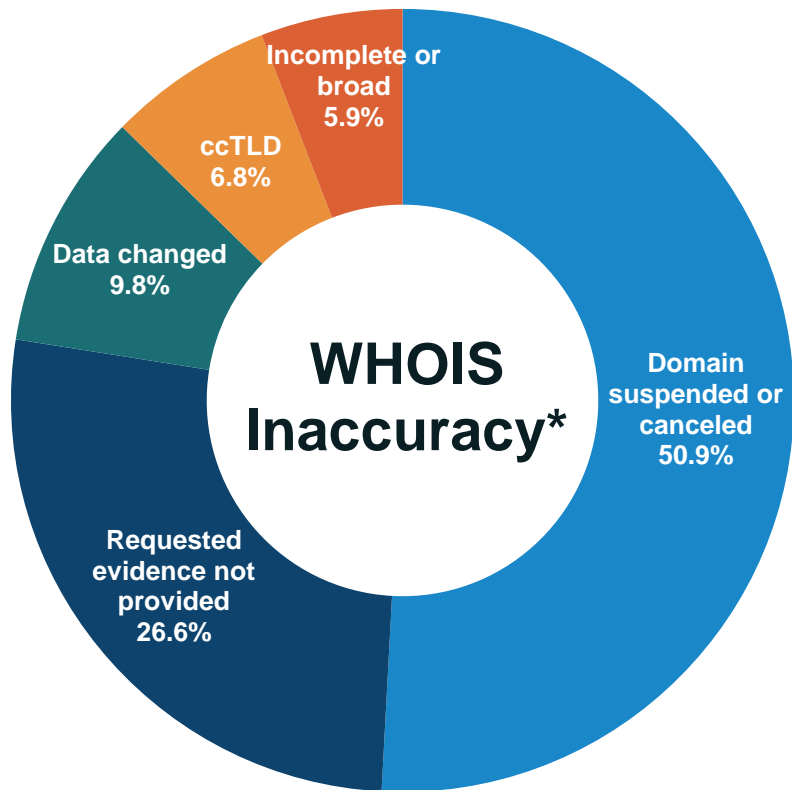


Staff Average TAT

■ Q3 2017 ■ Q4 2017



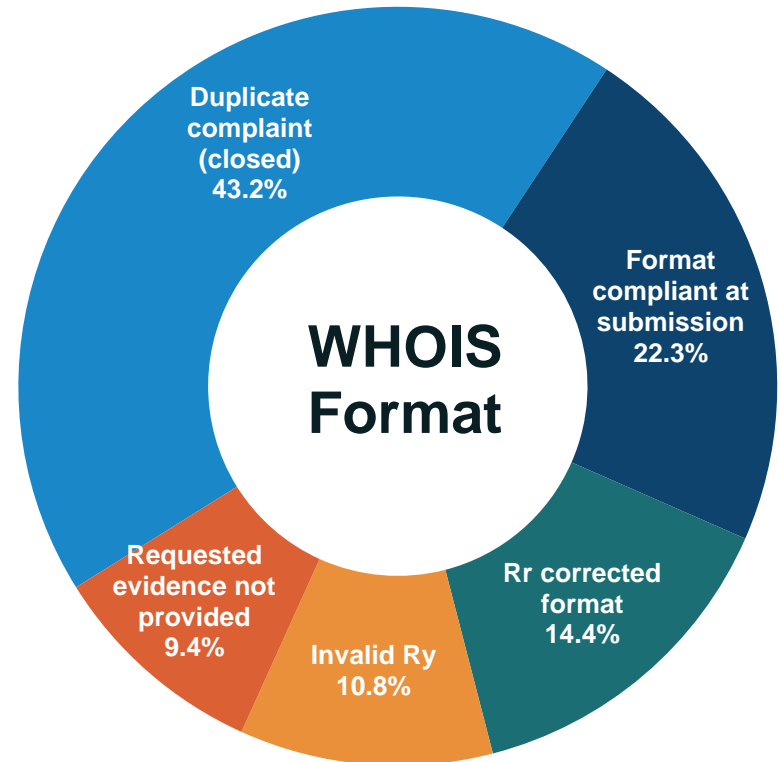
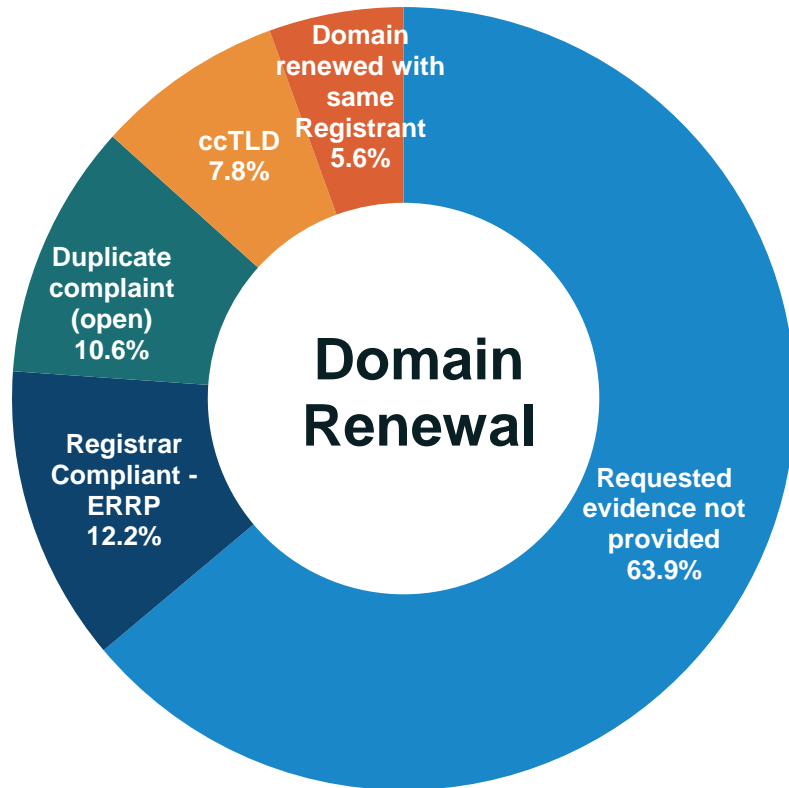
Registrar Complaint Types and Top Closure Reasons (October – December 2017)



* Does not include "WHOIS Accuracy Reporting System"

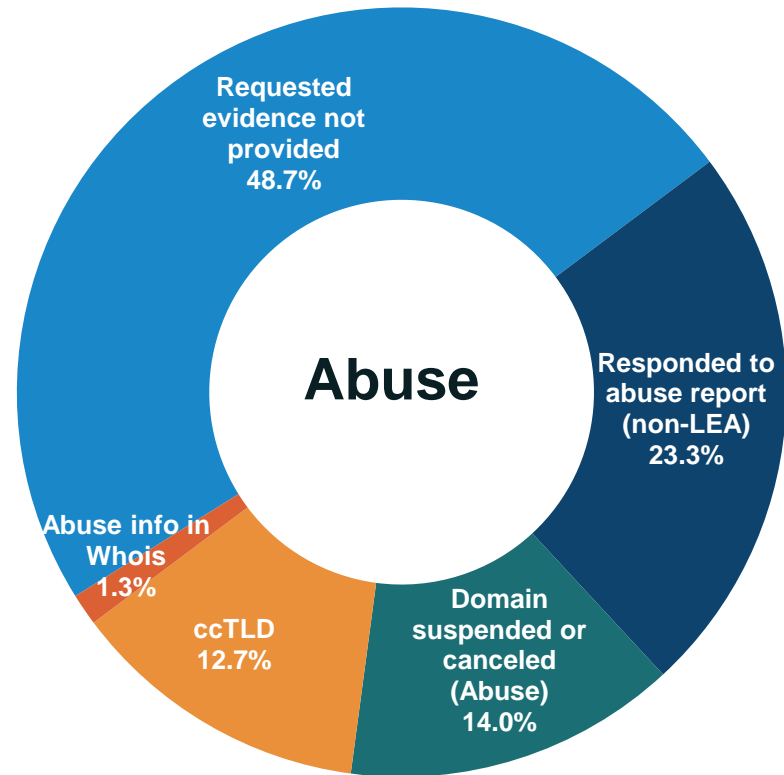
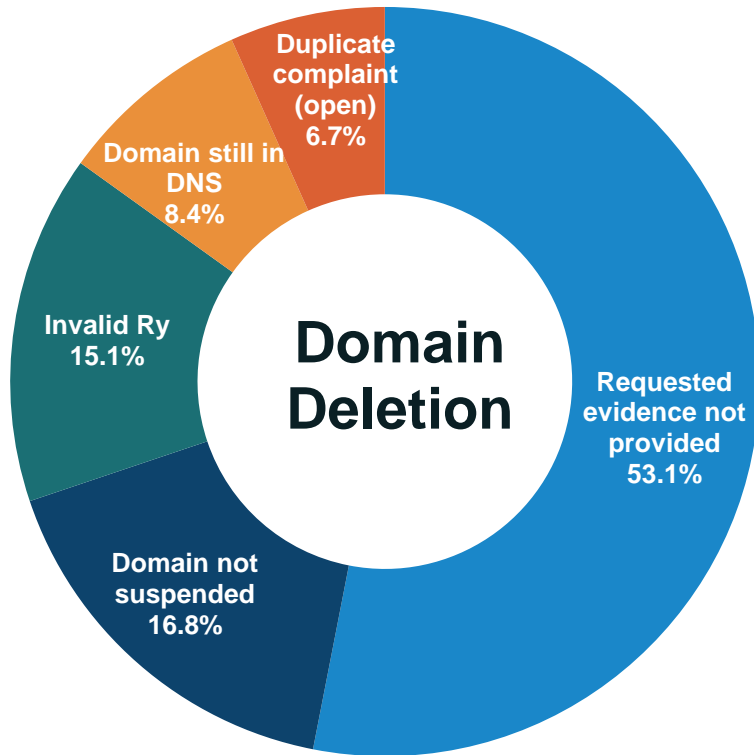
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Registrar Complaint Types and Top Closure Reasons (October – December 2017)



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Registrar Complaint Types and Top Closure Reasons (October – December 2017)



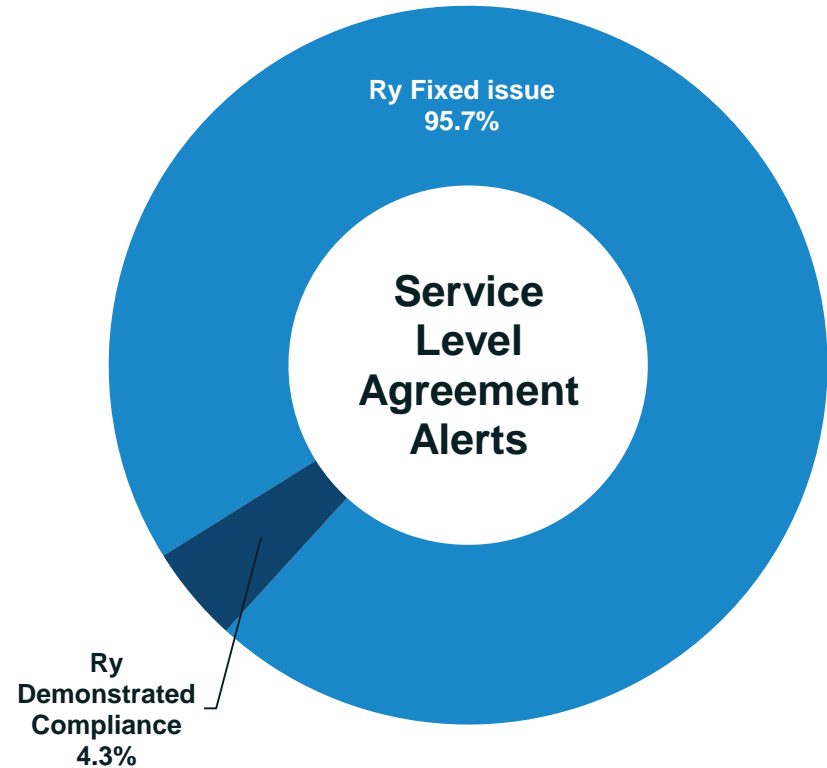
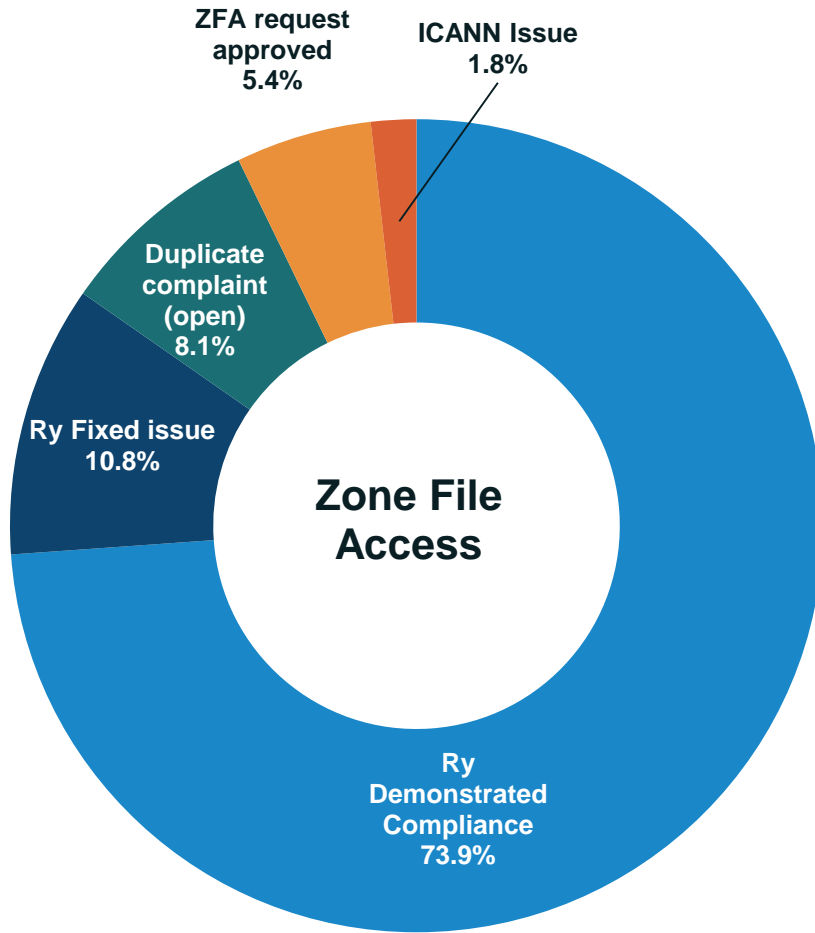
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Registry Metrics

Registry Complaint Types in Detail

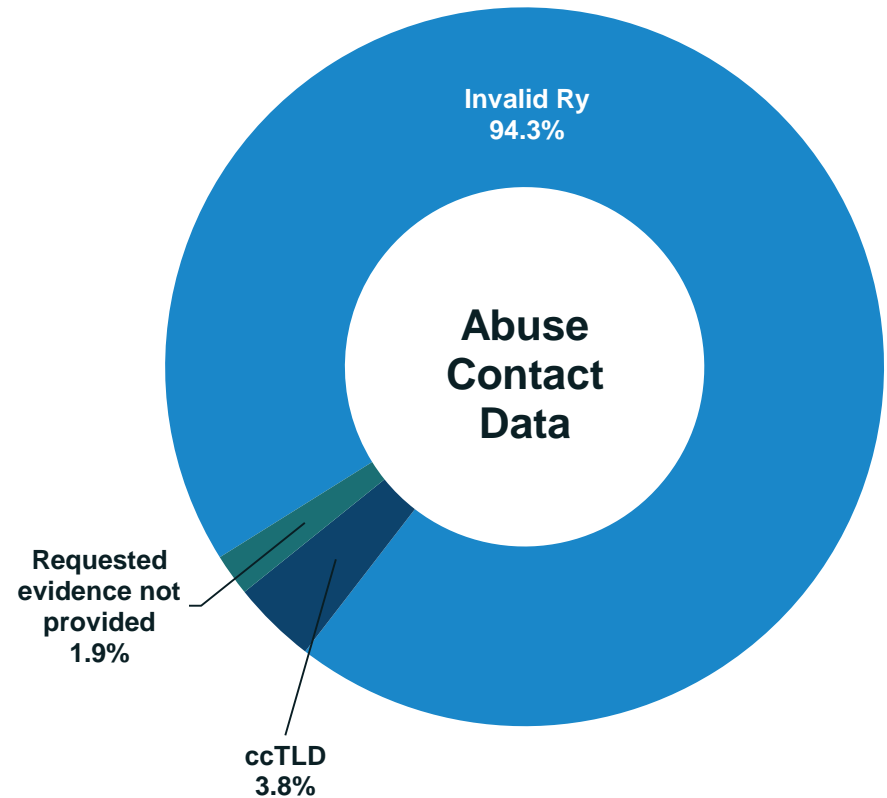
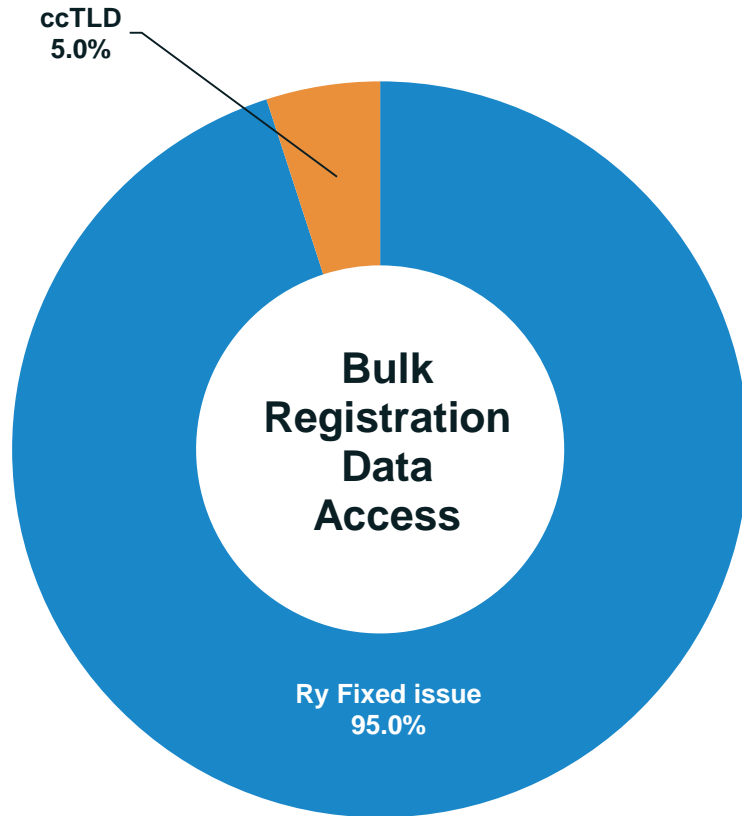
Registry Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q3 2017	Q4 2017	Q3 2017	Q4 2017	Q3 2017	Q4 2017
Abuse Contact Data	39	53	41	53	0	0
Bulk Registration Data Access	8	18	0	1	0	0
Bulk Zone File Access (ZFA)	2	3	0	0	0	0
Claims Services	1	0	1	0	0	0
Code Of Conduct	2	2	3	2	0	0
Monthly Report	13	5	0	0	0	0
Public Interest Commitments (PIC)	3	0	3	0	0	0
Registration Restrictions Dispute Resolution Procedure	8	8	8	8	0	0
Registry Data Escrow	52	14	0	0	0	0
Registry Other	25	26	16	19	0	0
Reserved Names/Controlled Interruption	13	12	13	8	0	0
Service Level Agreement	7	4	7	2	0	0
Service Level Agreement Alerts	26	7	3	0	3	0
Uniform Rapid Suspension (URS)	0	2	0	0	0	0
Wildcard Prohibition	0	1	0	0	0	0
Zone File Access	138	105	4	19	0	2
Total	337	260	99	112	3	2

Registry Complaint Types and Top Closure Reasons (October – December 2017)



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Registry Complaint Types and Top Closure Reasons (October – December 2017)



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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](#).