Contractual Compliance

Quarterly Metrics

2018 Quarter Two
April - June 2018

ICANN

Contractual Compliance Metrics
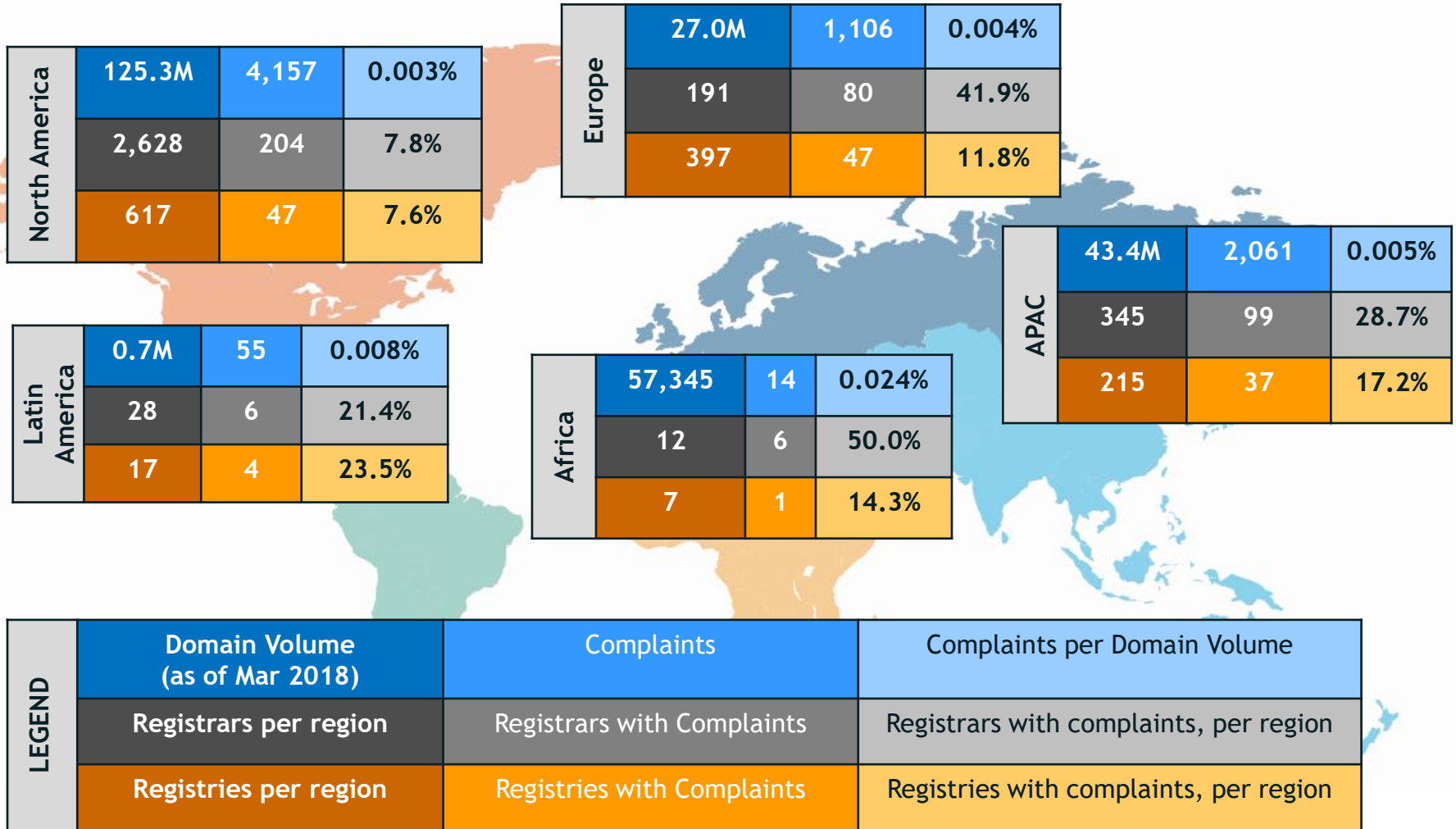
1	**2**	**3**
Global Metrics	Registrar Metrics	Registry Metrics

Global Metrics

Registrar and Registry Complaints by Region (April – June 2018)

North America

125.3M	4,157	0.003%
2,628	204	7.8%
617	47	7.6%

Europe

27.0M	1,106	0.004%
191	80	41.9%
397	47	11.8%

APAC

43.4M	2,061	0.005%
345	99	28.7%
215	37	17.2%

Latin America

0.7M	55	0.008%
28	6	21.4%
17	4	23.5%

Africa

57,345	14	0.024%
12	6	50.0%
7	1	14.3%

LEGEND

Domain Volume (as of Mar 2018)	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 (April – June 2018)

Turnaround Time in Business Days

	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	12.4	12.3	12.3	16.0	5.5
2nd Notice TAT	6.2	11.5	7.7		6.0
3rd Notice TAT	6.0	6.0	7.5		
Average TAT	8.2	9.9	7.8	16.0	5.8
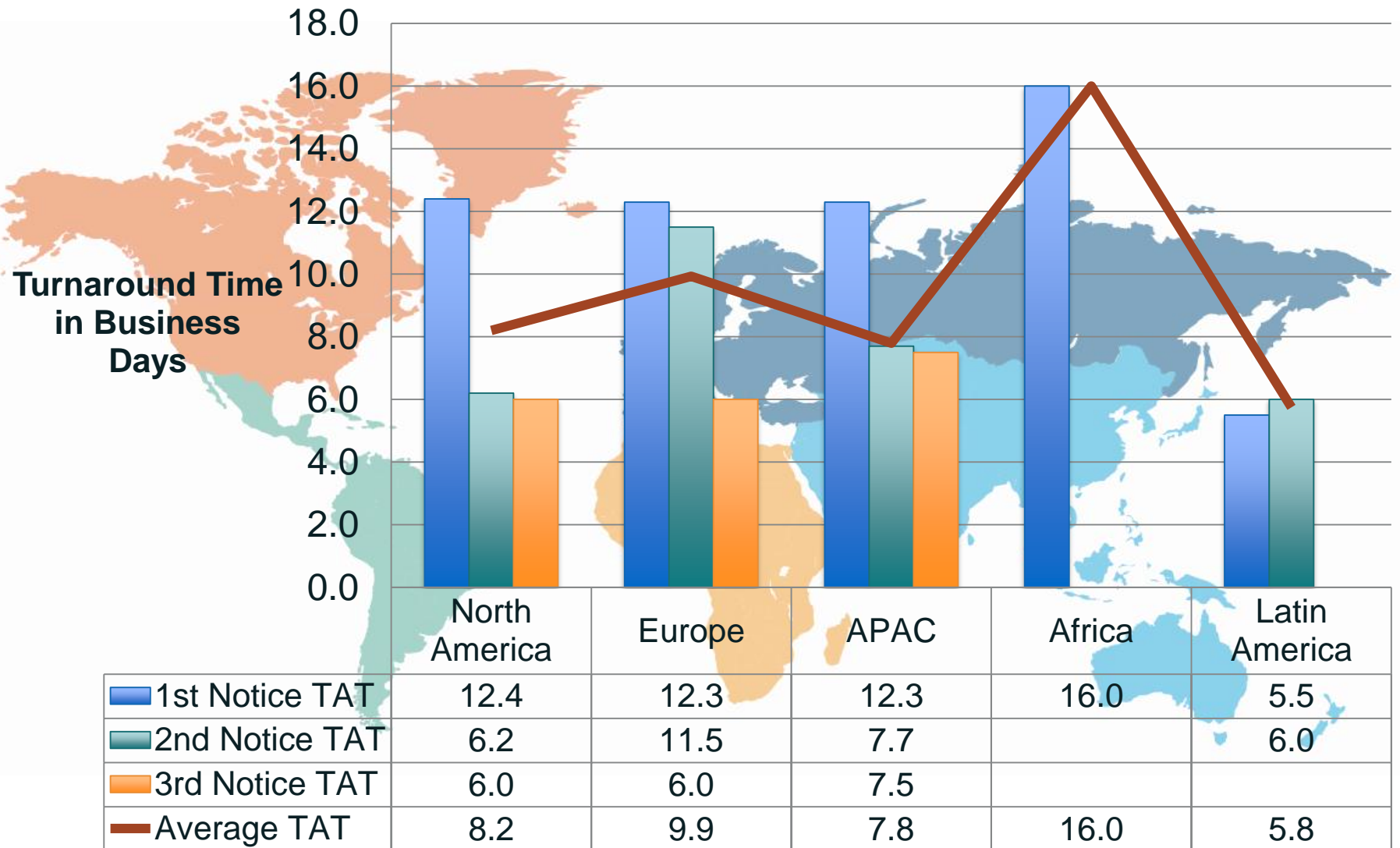
Regional Registry Turnaround Time (April – June 2018)

	North America	Europe	APAC	Africa	Latin America
1st Notice TAT	6.1	6.1	6.2	6.0	6.1
2nd Notice TAT	5.8	6.8	10.1		5.2
3rd Notice TAT	7.0		6.0		9.8
Average TAT	6.3	6.5	7.4	6.0	0.0

Turnaround Time in Business Days
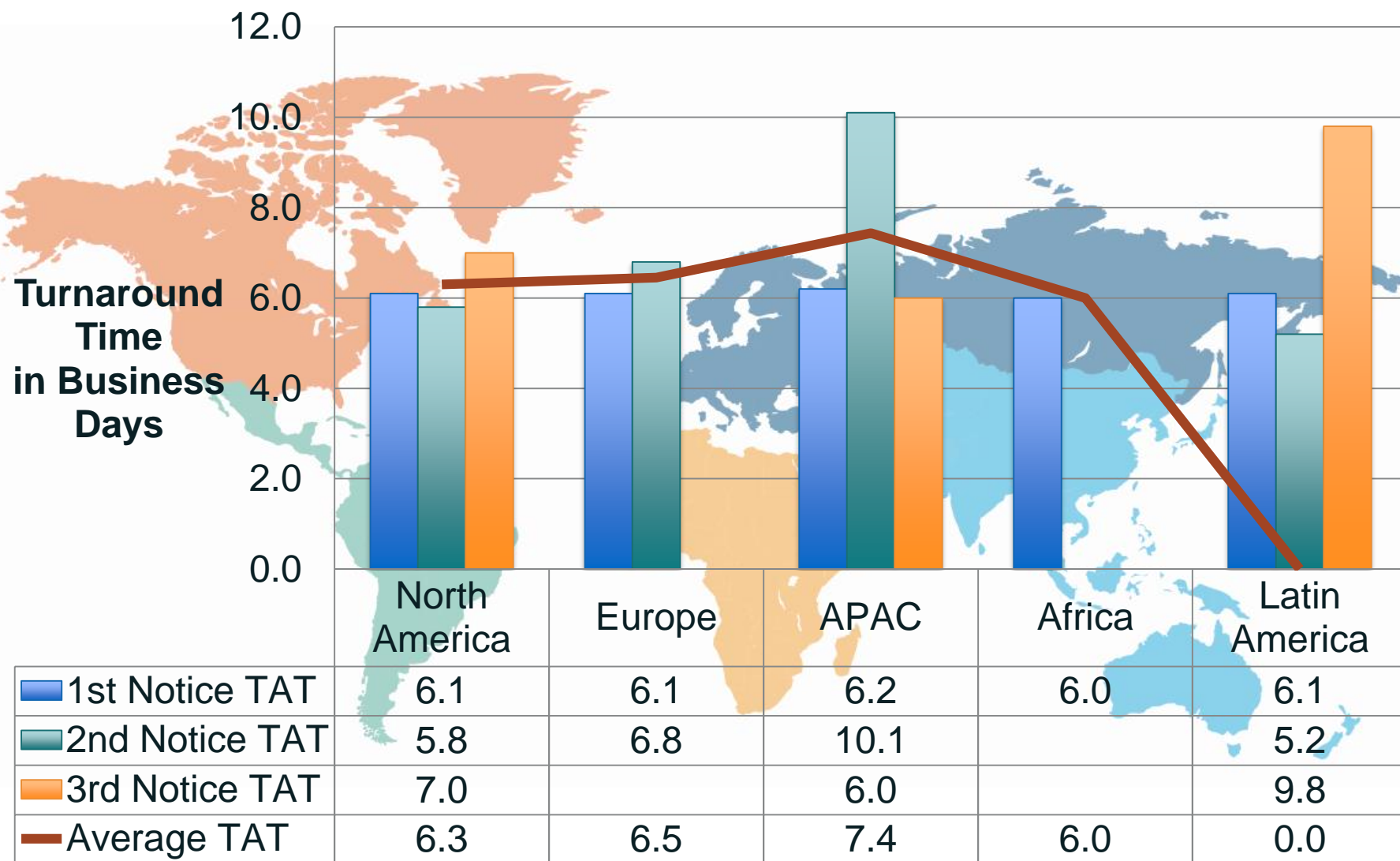
Global Formal Notice Activity (April – June 2018)

Notices	Quantity
Breach	10
Non-Renewal	0
Suspension	0
Termination	2

| Breach Notice Reason	Quantity
Breach Notice Reasons	18
• Cured *	12
• Not Cured	6

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

Breach Notice Reasons

2013 RAA 3.7.8 and WAPS 1, 2, 4 - Validate and verify Whois contact information;
11.1%

2013 RAA 3.15 - Respond to audits;
11.1%

2013 RAA 3.9 - Pay accreditation fees;
5.6%

Transfer Policy Section 1 & 3 - Allow RNH to transfer domain name (Setion 1) or provide valid reason for denial (Section 3);
5.6%

Transfer Policy Section 5 - Provide AuthInfo code; 5.6%

2013 RAA 3.7.8 - Take reasonable steps to investigate claimed Whois inaccuracies;
11.1%

Base RA Article 6 - Pay past due fees;
22.2%

2013 RAA 3.4.2-.3 - Maintain and provide records;
27.8%

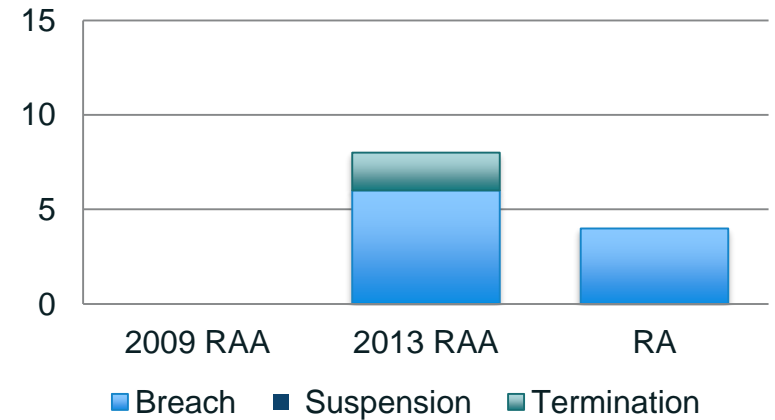*Disclaimer: Due to rounding, percentages may not always add up to 100%.*
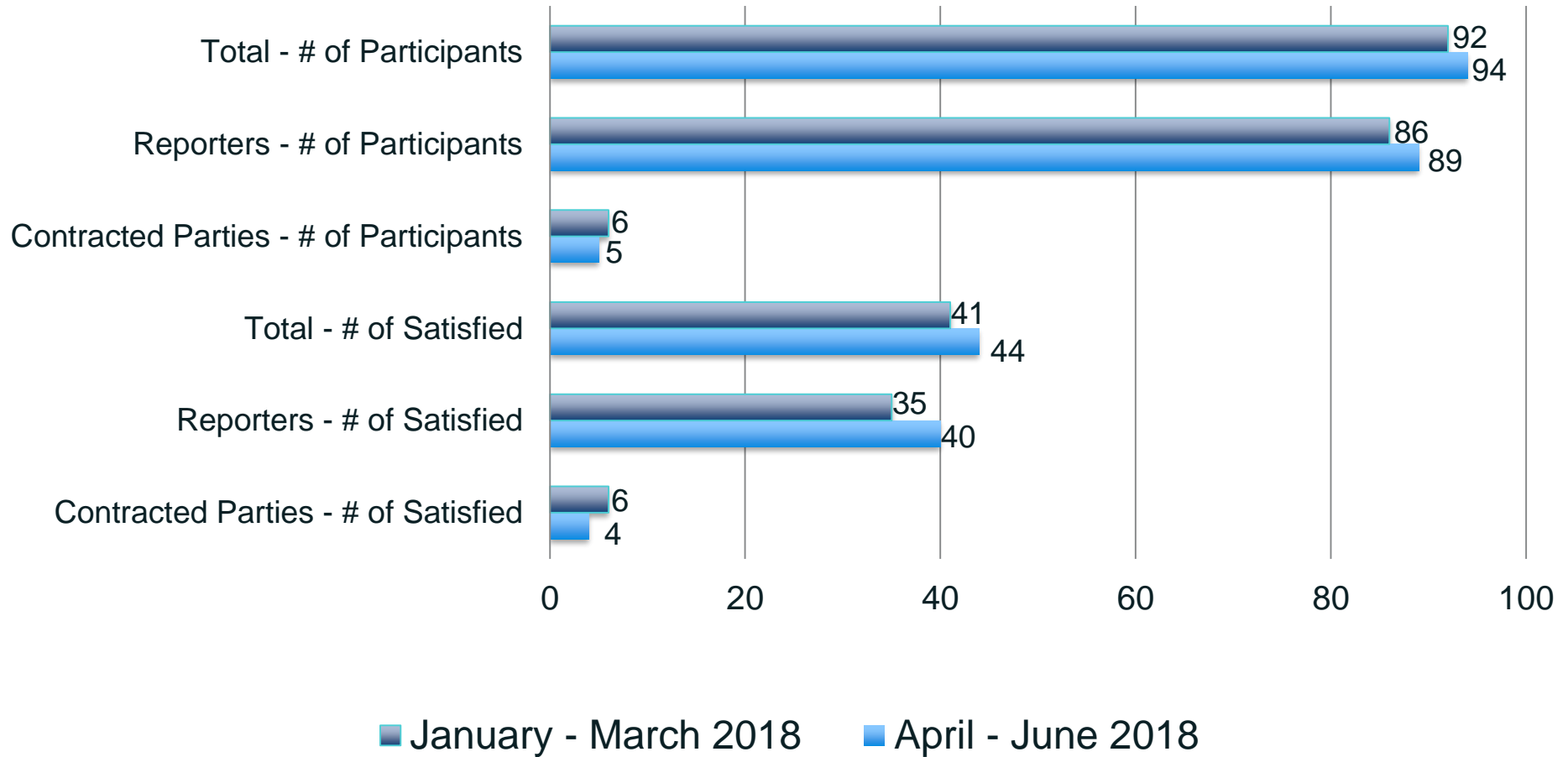
Global Formal Notice Trends (April – June 2018)
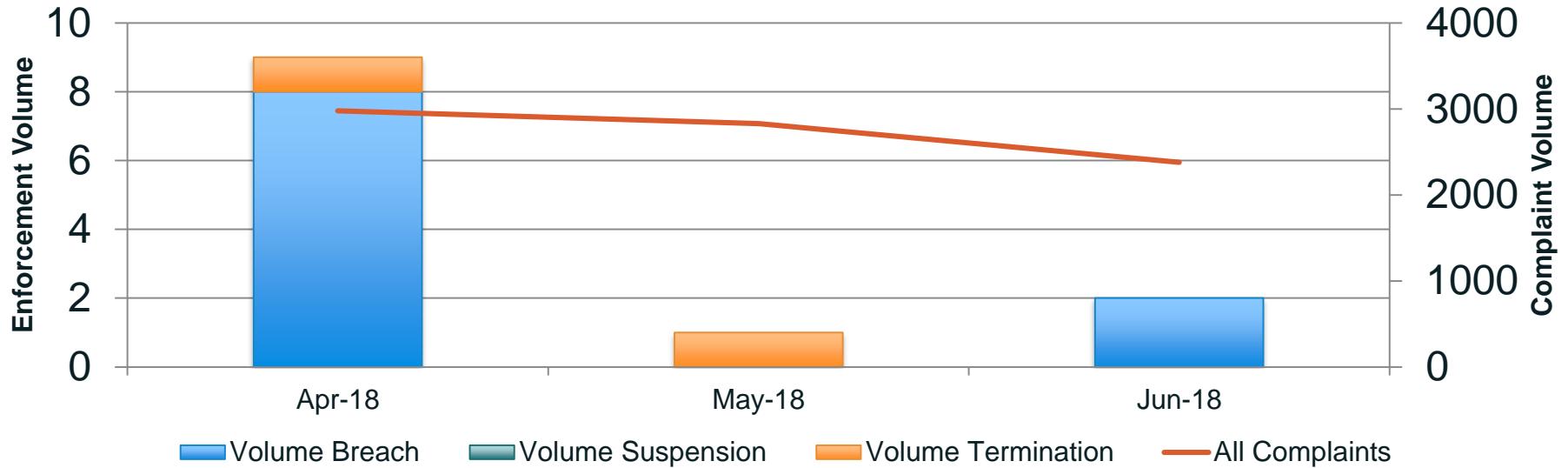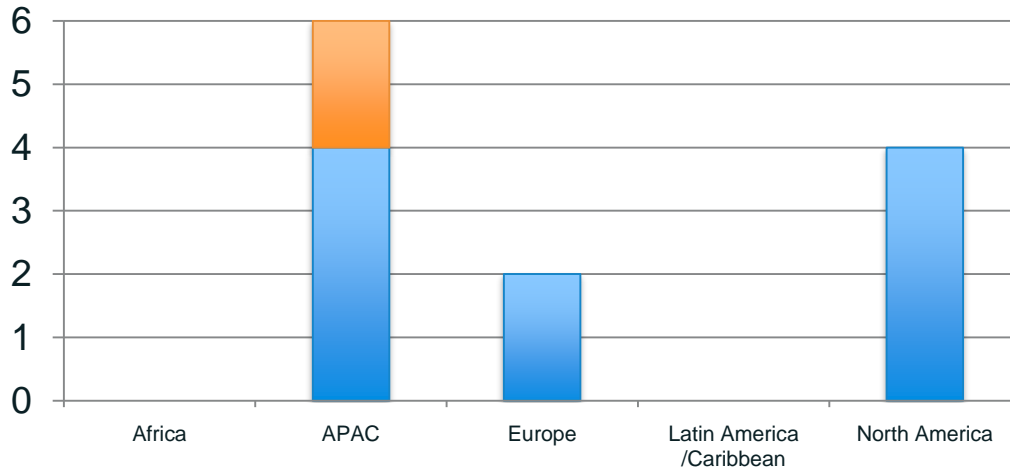
Complaint and Notice Volumes by Quarter

	Q1 2018 [Jan 18 – Mar 18]	Q2 2018 [Apr 18 – Jun 18]
	Complaint Volume	**Complaint Volume**
Registrar	9,092	7,923
Registry	280	263
Total New Complaints	9,372	8,186
Total Prior Month(s) Carryover	6,470	4,779
Total Complaints	15,842	12,965
	Complaints Closed	**Complaints Closed**
Volume Closed Before 1st Notice	7,122	5,513
Total Closed	11,014	8,236
	Formal Notices	**Formal Notices**
Notice of Breach	9	10
Contract Non-Renewal	0	0
Notice of Suspension	0	0
Notice of Termination	3	2

Satisfaction Survey Results

Chart legend: January - March 2018, April - June 2018

Category	January - March 2018	April - June 2018
Total - # of Participants	92	94
Reporters - # of Participants	86	89
Contracted Parties - # of Participants	6	5
Total - # of Satisfied	41	44
Reporters - # of Satisfied	35	40
Contracted Parties - # of Satisfied	6	4

ICANN

Registrar Metrics

Registrar Complaint Types in Detail

Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q1 2018	Q2 2018	Q1 2018	Q2 2018	Q1 2018	Q2 2018
Abuse	151	187	111	113	0	0
CEO Certification	30	0	0	0	0	0
Customer Service	105	63	111	67	0	0
Data Escrow	37	43	1	1	1	1
Domain Deletion	232	209	241	194	0	0
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	11	14	10	11	0	0
Domain Renewal	215	166	196	147	0	0
Failure To Notify	9	22	9	21	0	0
Fees	8	4	2	0	0	0
Privacy/Proxy	16	23	10	20	0	0
Registrar Contact	38	30	33	32	0	0
Registrar Information Specification (RIS)	40	46	44	36	0	0
Registrar Other	6	17	0	1	0	0
Reseller Agreement	2	0	0	0	0	0
Transfer	1,329	1,169	1,141	956	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	54	58	35	31		0
WHOIS Format	254	138	235	103	0	0
WHOIS Inaccuracy	6,365	5,435	4,664	3,503	1	2
WHOIS Quality Review	11	3	0	0	0	0
WHOIS Inaccuracy Bulk Submission	263	216	24	53	0	0
WHOIS Inaccuracy Individual submission	6,089	5,216	3,916	3,251	1	2
WHOIS Accuracy Reporting System (WHOIS ARS)	2	0	724	199	0	0
WHOIS Service Level Agreements	97	105	113	82	0	0
WHOIS Unavailable	93	194	83	110	0	1
Total	**9,092**	**7,923**	**7,039**	**5,428**	**2**	**4**

Registrar Complaint Volume and Turnaround Time (TAT)

Registrar Complaint Volume (log scale)

Q1 2018 / Q2 2018

- Total Complaints: 9,092 / 7,923
- Closed before 1st inquiry / notice: 7,039 / 5,428
- ICANN Issues: 2 / 4
- Average Days, Received to Closed: 16 / 18

Legend: ■ Q1 2018 ■ Q2 2018
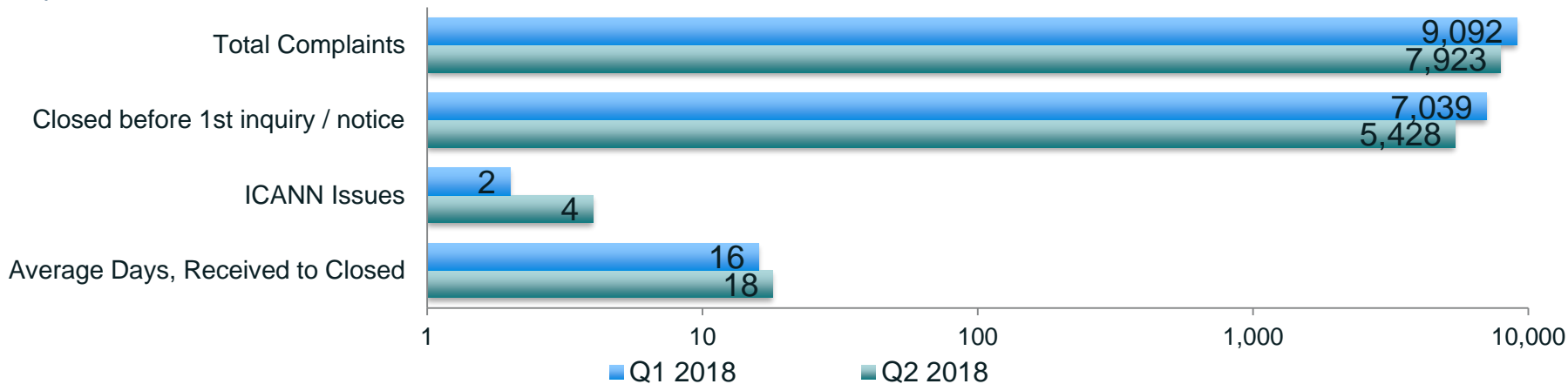
Registrar Average TAT

■ Q1 2018 ■ Q2 2018

Business Days

- 1st Notice: 13.0 / 11.7
- 2nd Notice: 7.7 / 7.9
- 3rd Notice: 10.1 / 7.3

Staff Average TAT

■ Q1 2018 ■ Q2 2018

Business Days

- Open WIP-1st Notice: 1.1 / 1.2
- 2nd WIP-2nd Notice: 2.6 / 2.7
- 3rd WIP-3rd Notice: 2.9 / 2.6

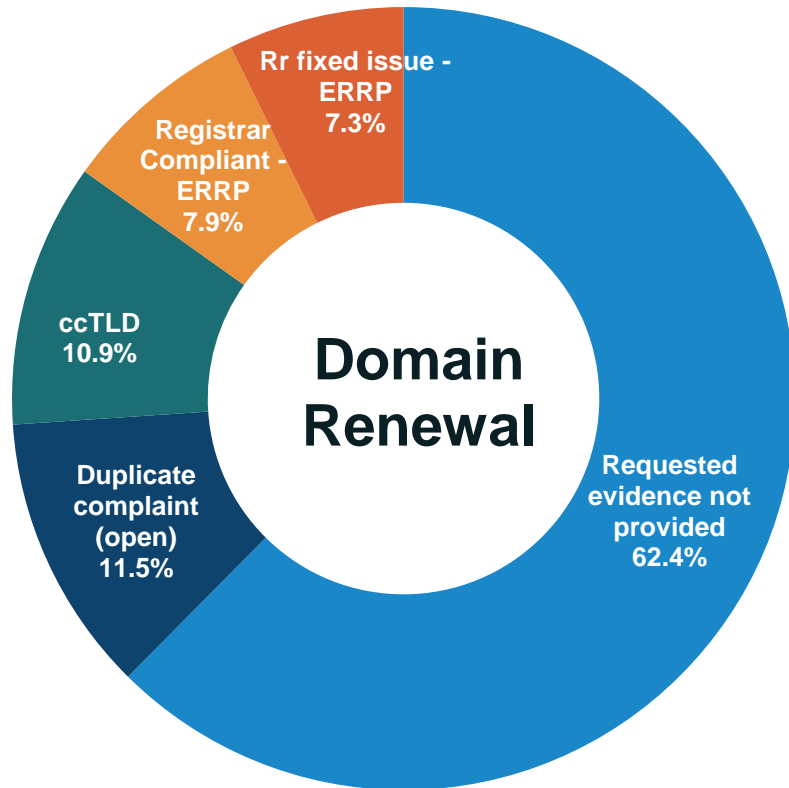# Registrar Complaint Types and Top Closure Reasons (April – June 2018)

WHOIS Inaccuracy*

- Incomplete or broad 4.9%
- Duplicate complaint (open) 6.3%
- ccTLD 7.6%
- Domain suspended or canceled 43.2%
- Requested evidence not provided 38.0%

Transfer

- Requested evidence not provided 60.6%
- Duplicate complaint (open) 16.0%
- Transfer completed 12.7%
- ccTLD 8.3%
- Registrar demonstrated compliance 2.4%
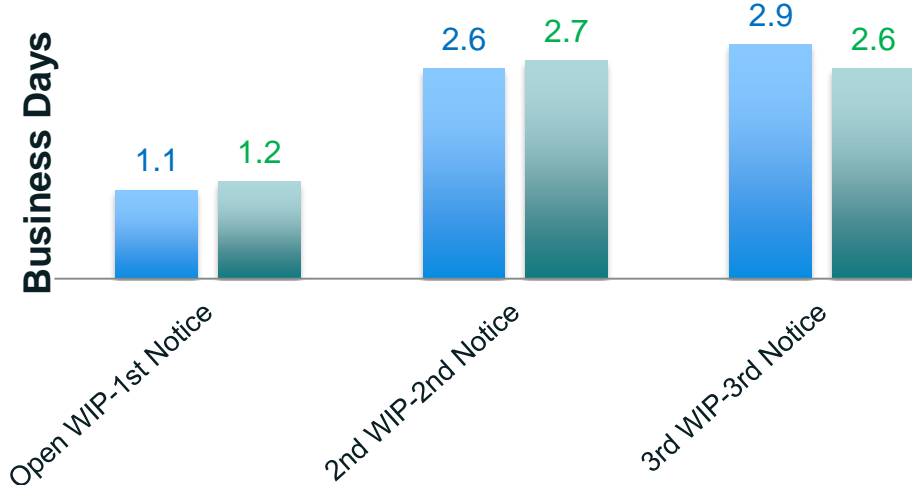
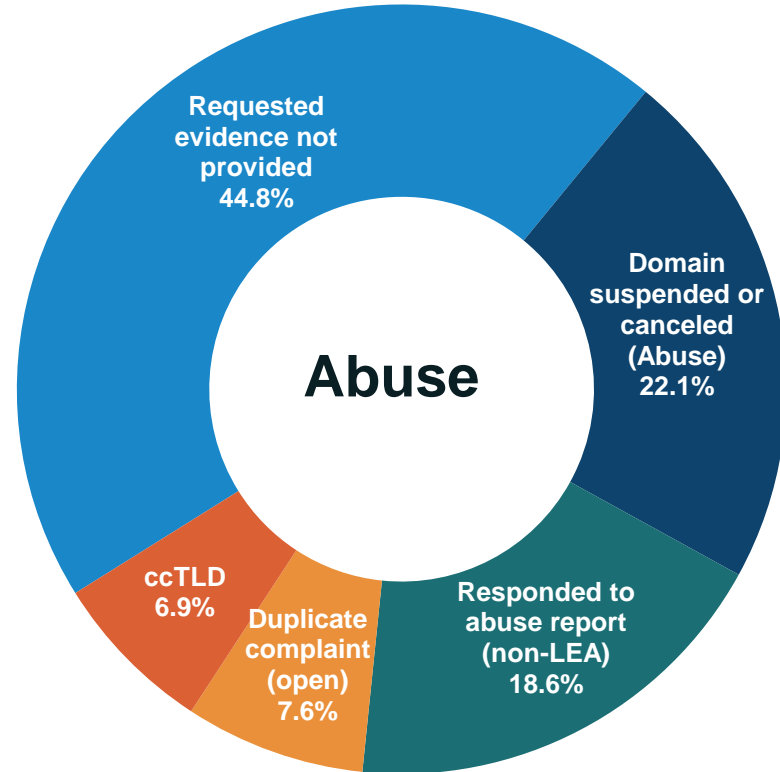* *Does not include "WHOIS Accuracy Reporting System"*

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

Registrar Complaint Types and Top Closure Reasons (April – June 2018)

Domain Renewal

- Requested evidence not provided 62.4%
- Duplicate complaint (open) 11.5%
- ccTLD 10.9%
- Registrar Compliant - ERRP 7.9%
- Rr fixed issue - ERRP 7.3%

WHOIS Unavailable

- Requested evidence not provided 36.2%
- Service restored 33.8%
- Duplicate complaint (open) 13.8%
- ccTLD 12.3%
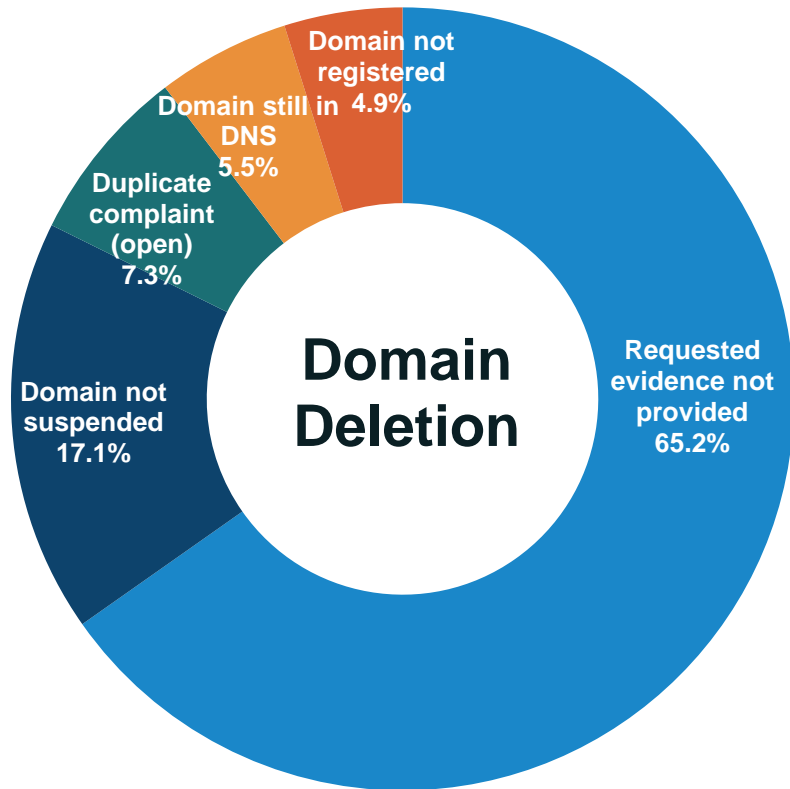- Offensive language 3.8%

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

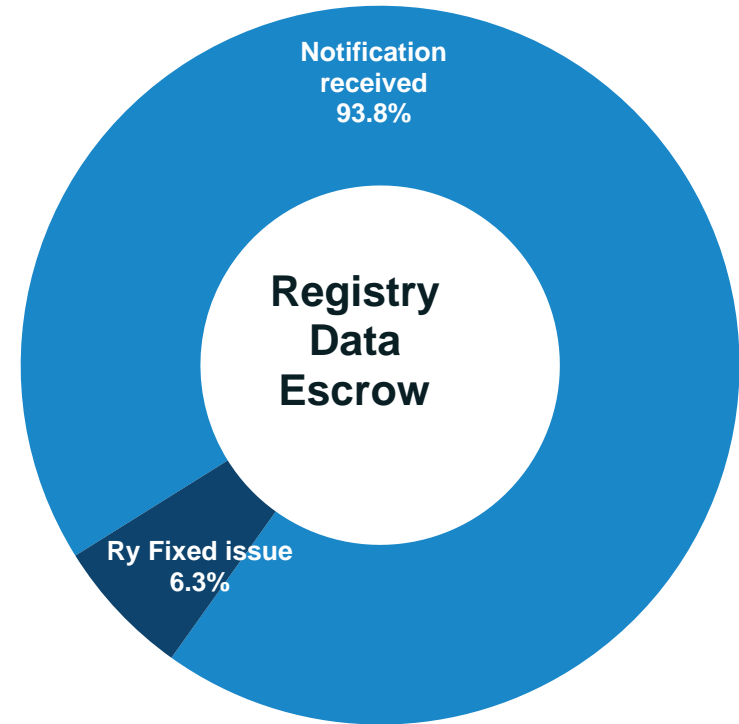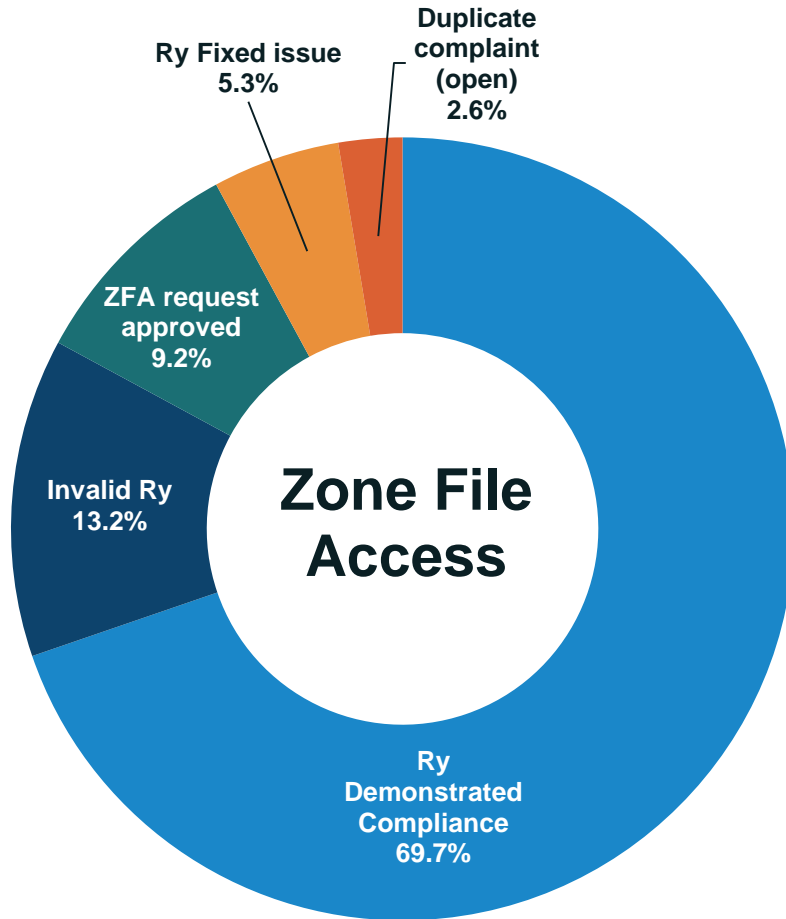# Registrar Complaint Types and Top Closure Reasons (April – June 2018)

Domain Deletion
- Requested evidence not provided 65.2%
- Domain not suspended 17.1%
- Duplicate complaint (open) 7.3%
- Domain still in DNS 5.5%
- Domain not registered 4.9%

Abuse
- Requested evidence not provided 44.8%
- Domain suspended or canceled (Abuse) 22.1%
- Responded to abuse report (non-LEA) 18.6%
- Duplicate complaint (open) 7.6%
- ccTLD 6.9%
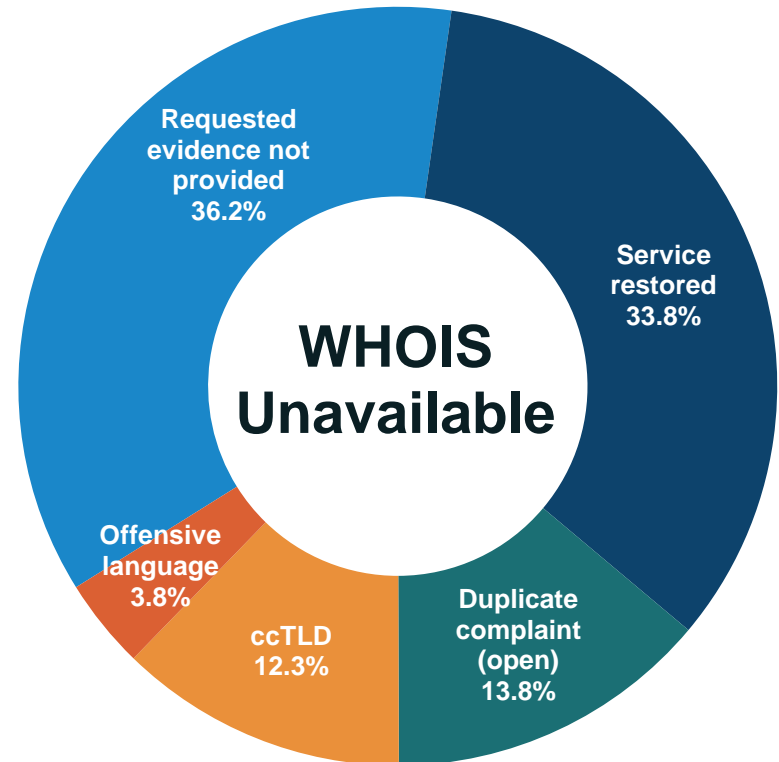
Disclaimer: Due to rounding, percentages may not always add up to 100%.

Registry Metrics

Registry Complaint Types in Detail

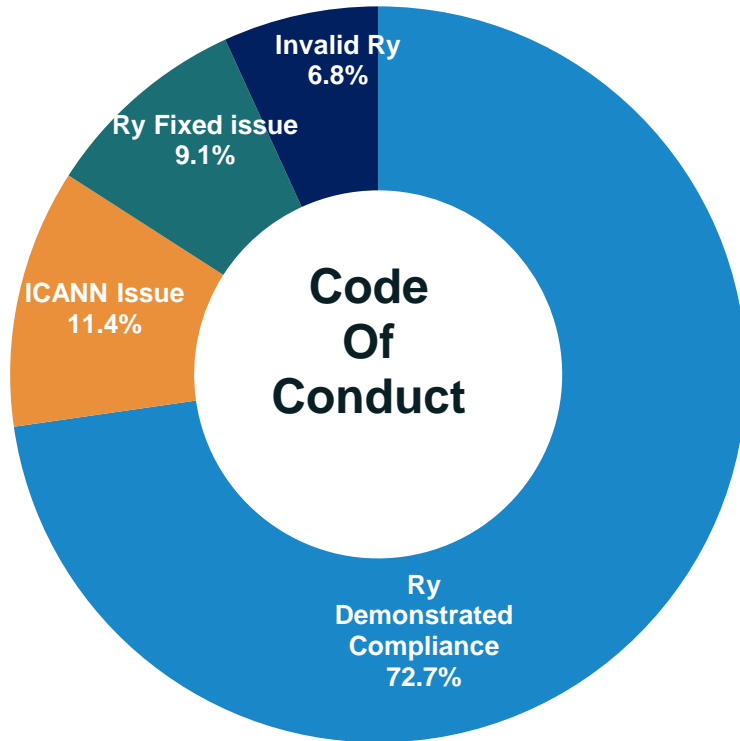| Registry Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q1 2018	Q2 2018	Q1 2018	Q2 2018	Q1 2018	Q2 2018
Abuse Contact Data	31	33	31	33	0	0
Bulk Registration Data Access	17	1	0	0	0	0
Bulk Zone File Access (ZFA)	3	2	0	0	0	0
Claims Services	0	0	0	0	0	0
Code Of Conduct	29	55	1	6	0	5
Monthly Report	15	19	0	0	0	0
Public Interest Commitments (PIC)	1	0	0	0	0	0
Registration Restrictions Dispute Resolution Procedure	4	2	3	2	0	0
Registry Data Escrow	2	20	0	1	0	0
Registry Fees	12	3	0	0	0	0
Registry Other	11	7	2	7	0	0
Reserved Names/Controlled Interruption	6	5	3	2	0	0
Service Level Agreement	7	13	6	12	0	0
Service Level Agreement Alerts	28	14	0	0	0	0
Uniform Rapid Suspension (URS)	4	3	3	0	0	0
Wildcard Prohibition	1	2	0	0	0	0
Zone File Access	109	84	34	22	0	0
Total	**280**	**263**	**83**	**85**	**0**	**5**

Registry Complaint Types and Top Closure Reasons (April – June 2018)

Zone File Access

- Duplicate complaint (open) 2.6%
- Ry Fixed issue 5.3%
- ZFA request approved 9.2%
- Invalid Ry 13.2%
- Ry Demonstrated Compliance 69.7%

Registry Data Escrow

- Notification received 93.8%
- Ry Fixed issue 6.3%

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

Registry Complaint Types and Top Closure Reasons (April – June 2018)

Code Of Conduct

- Invalid Ry 6.8%
- Ry Fixed issue 9.1%
- ICANN Issue 11.4%
- Ry Demonstrated Compliance 72.7%

Abuse Contact Data

- Invalid Ry 93.9%
- Requested evidence not provided 6.1%

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.