



Contractual Compliance

Quarterly Metrics

2017 Quarter Two

April – June 2017

Contractual Compliance Metrics

1

Global
Metrics

2

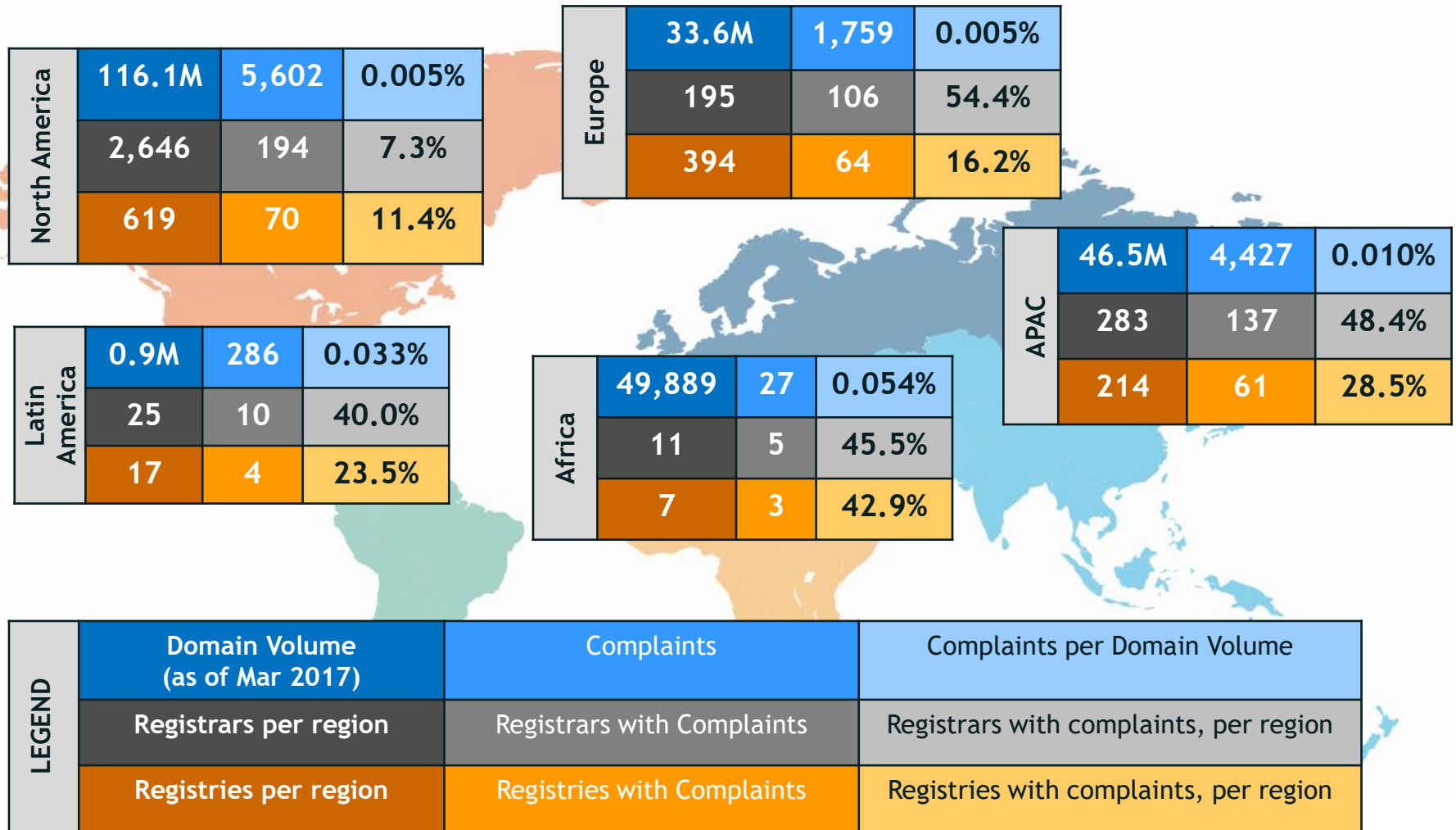
Registrar
Metrics

3

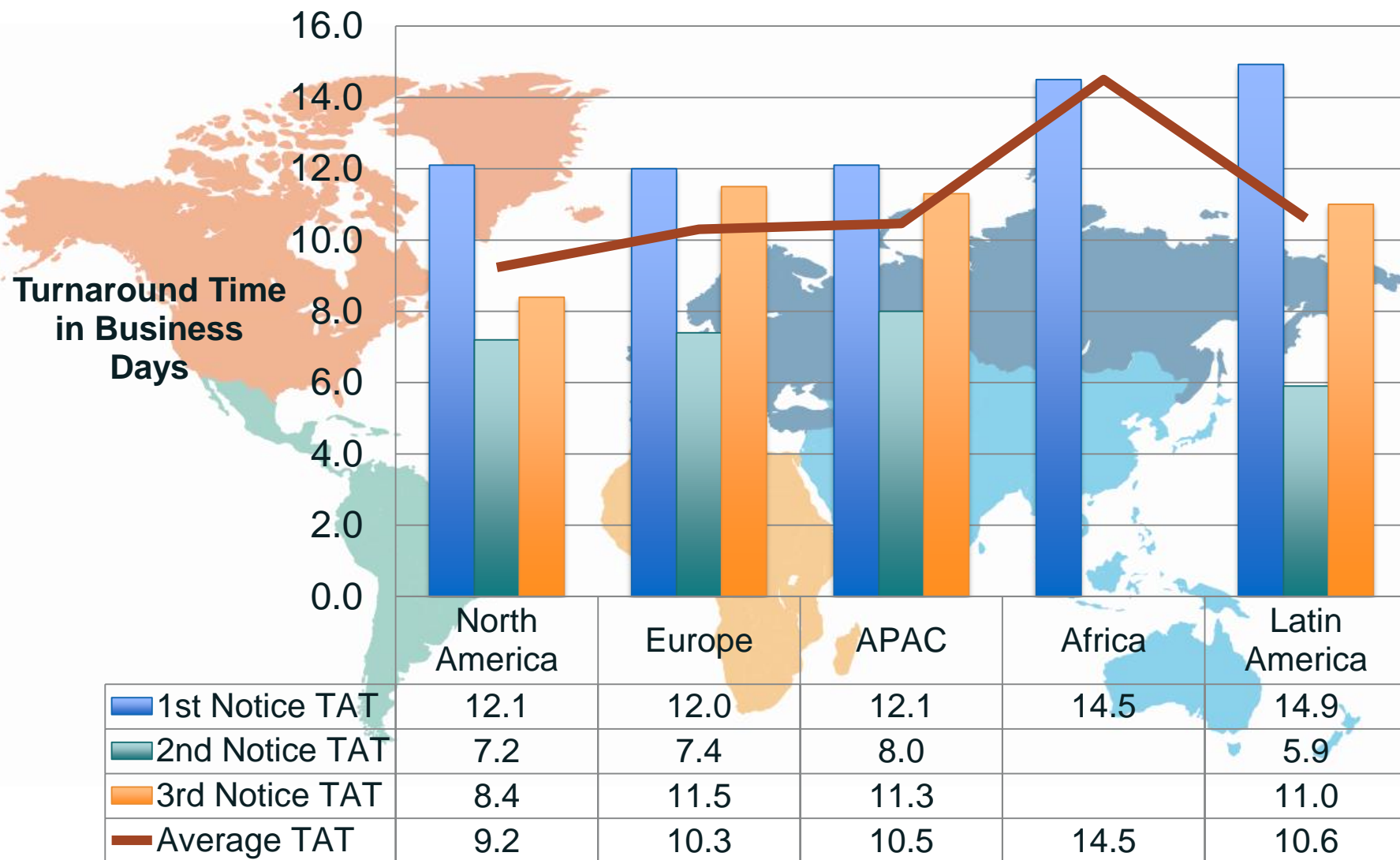
Registry
Metrics

Global Metrics

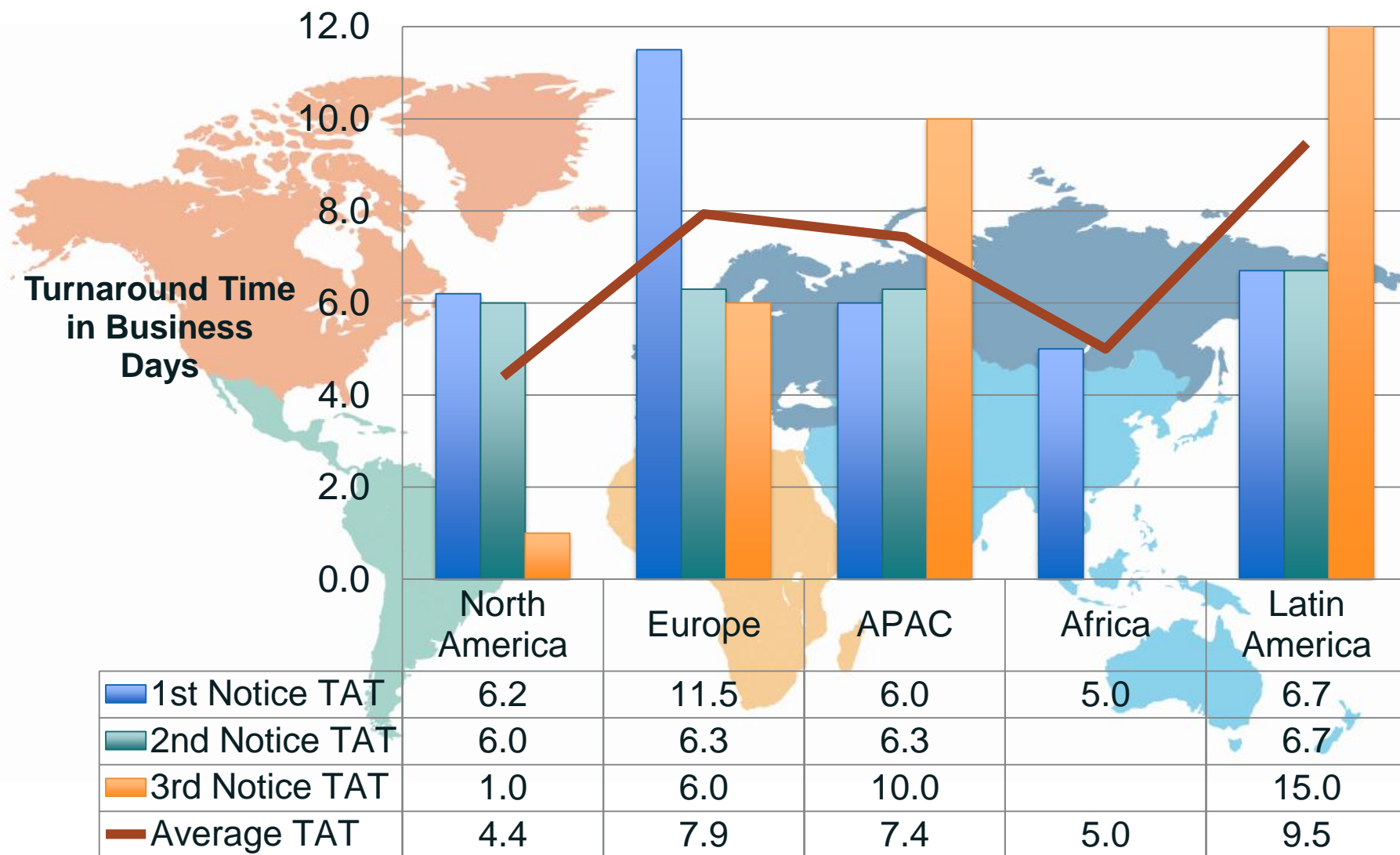
Registrar and Registry Complaints by Region (April – June 2017)



Regional Registrar Turnaround Time (April – June 2017)



Regional Registry Turnaround Time (April – June 2017)

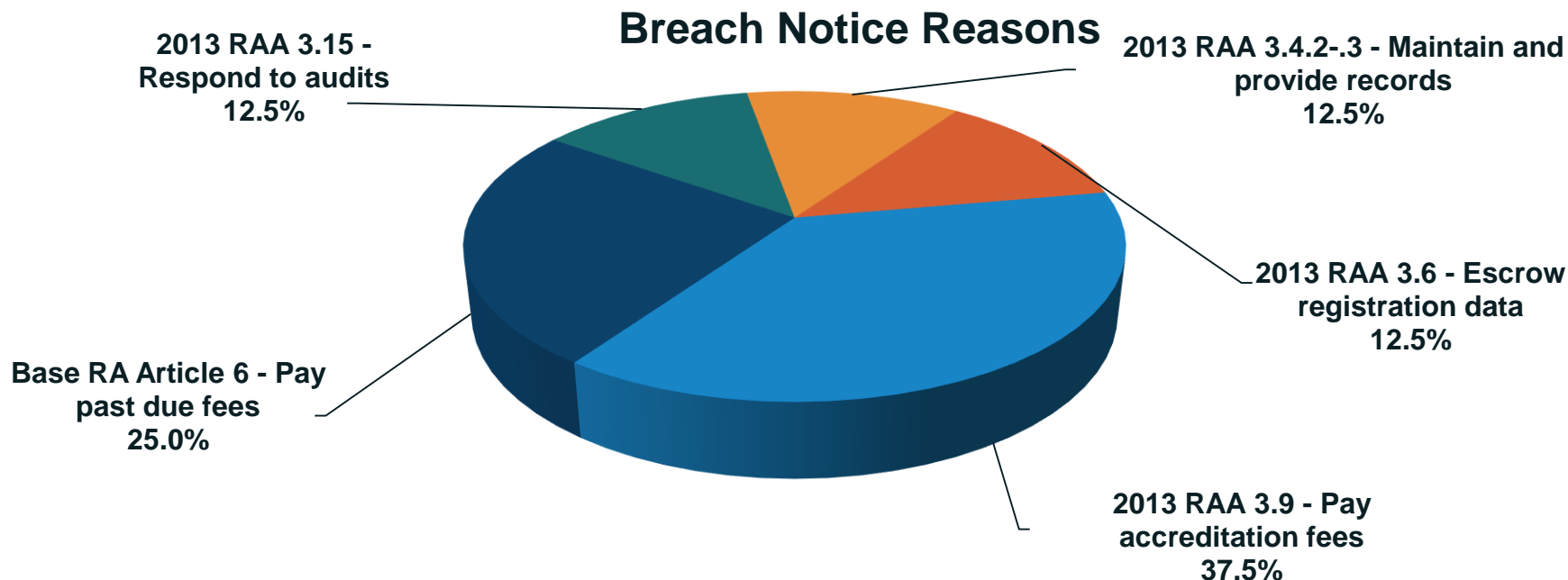


Global Formal Notice Activity (April – June 2017)

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

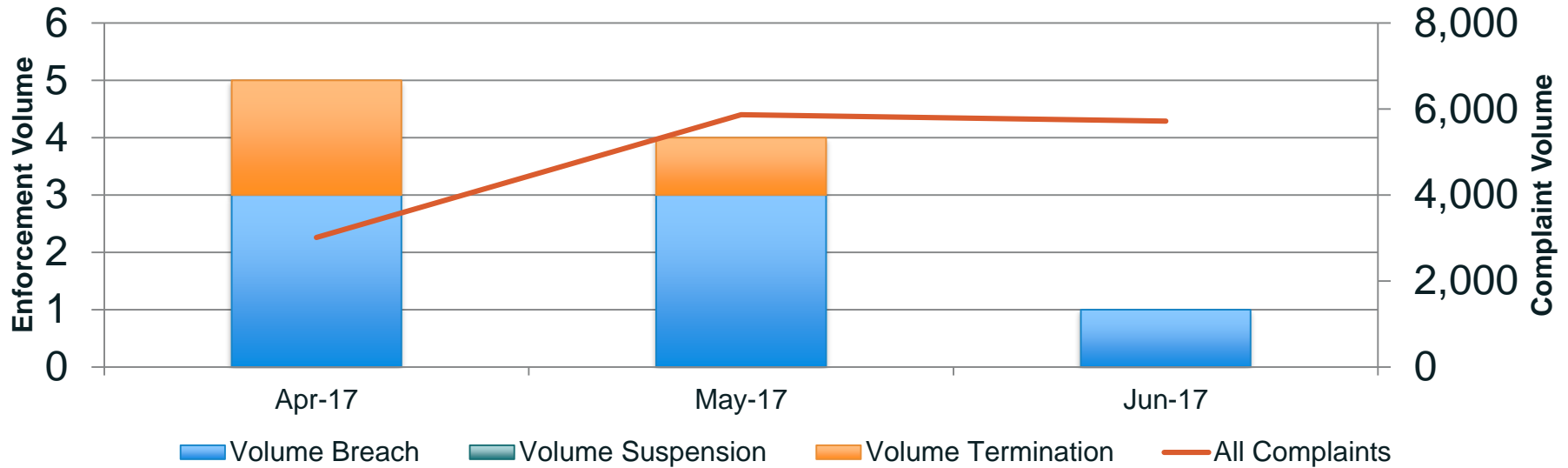
Breach Notice Reason	Quantity
Breach Notice Reasons	8
• Cured *	5
• Not Cured	3

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

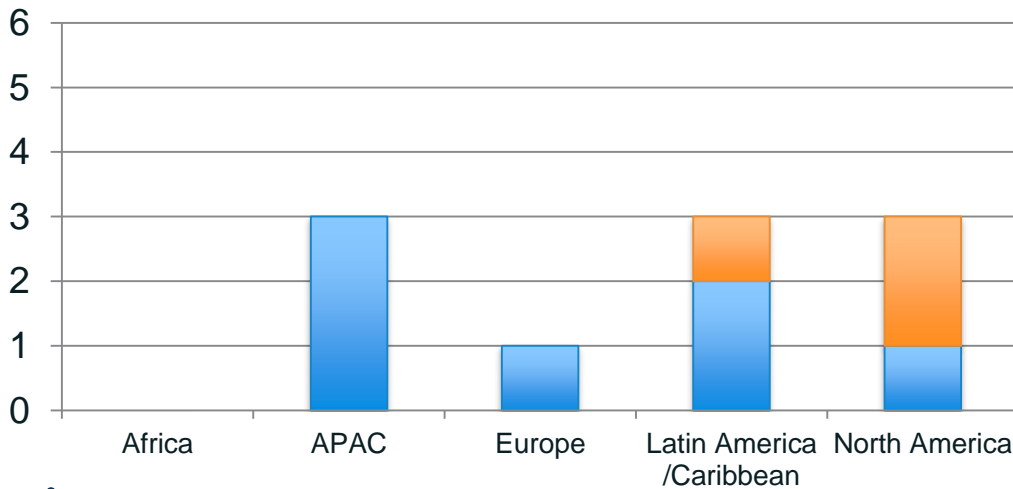


Disclaimer: Due to rounding, percentages may not always appear to add up to 100%.

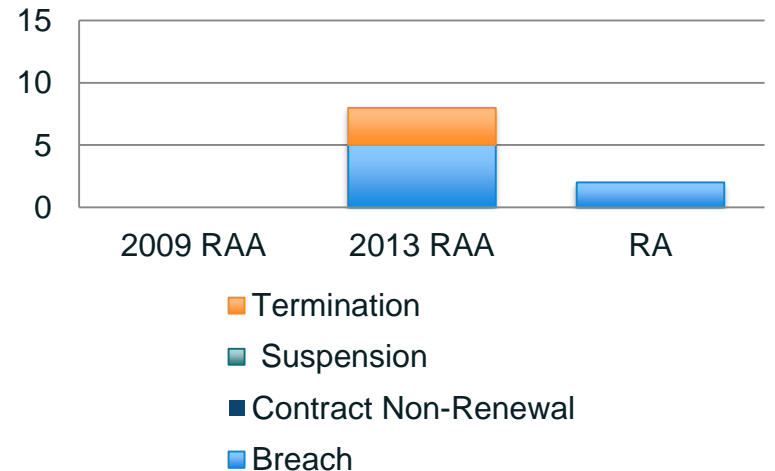
Global Formal Notice Trends (April – June 2017)



Region



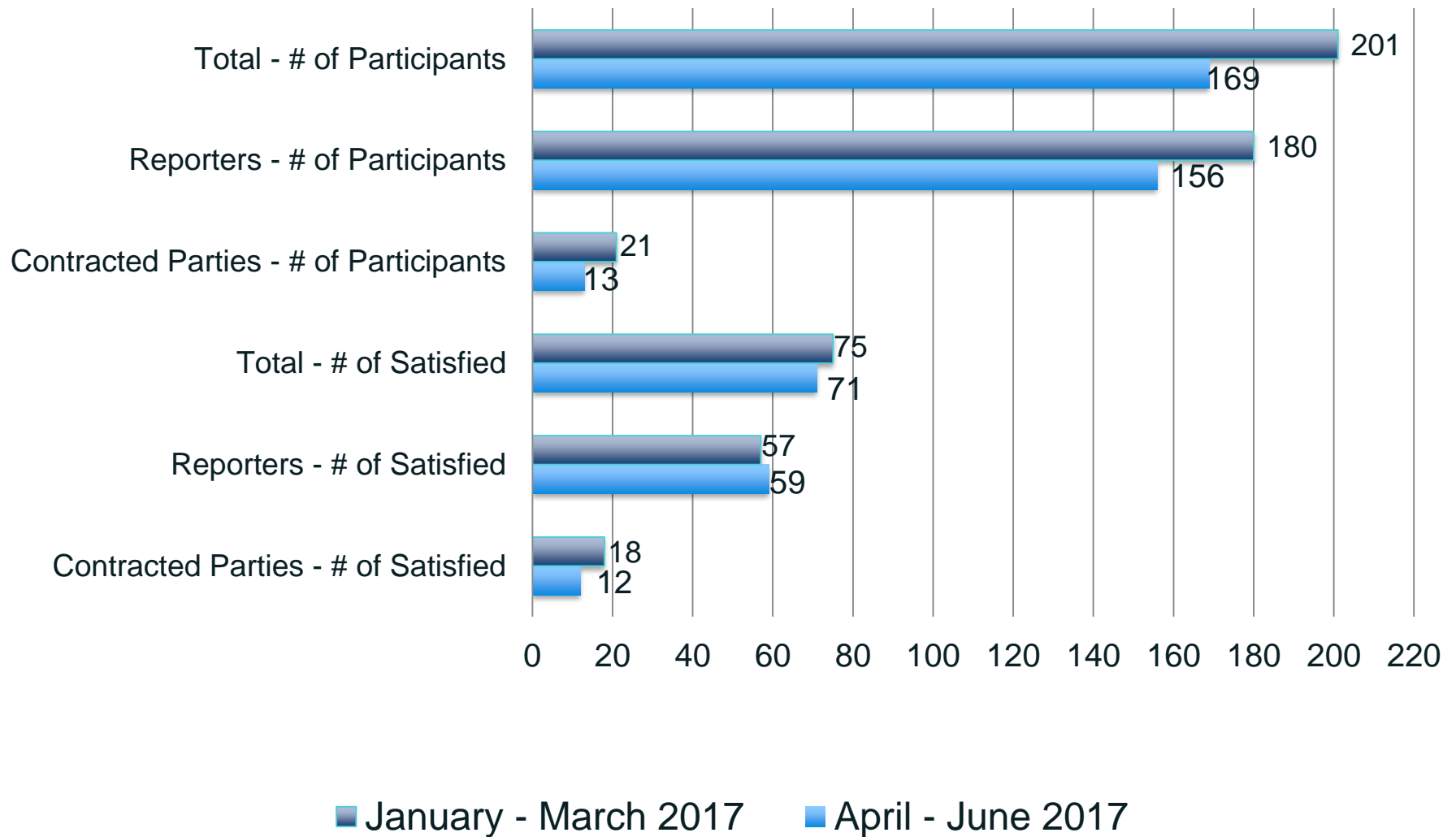
Contract Type



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

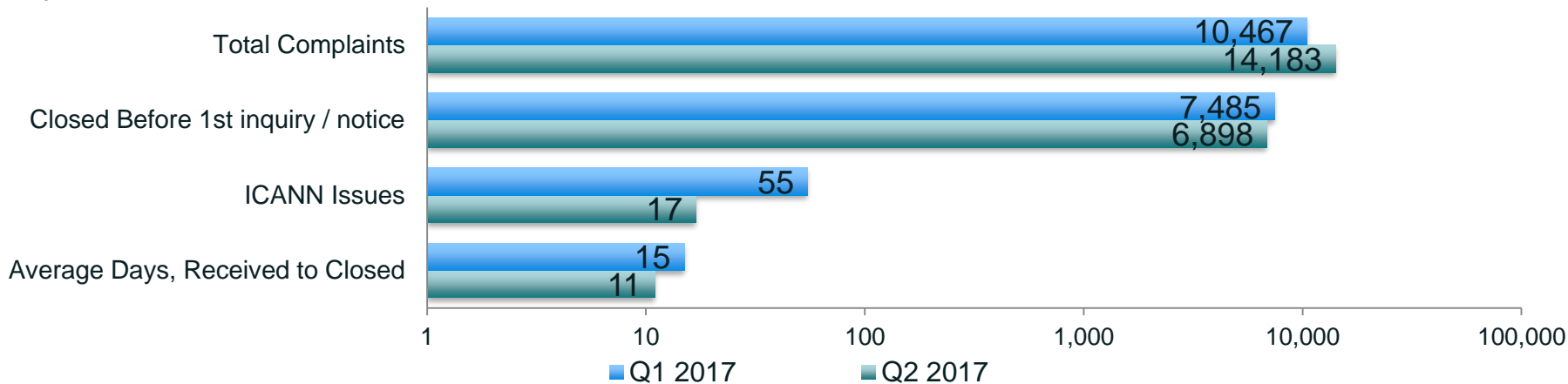


Registrar Metrics

Registrar Complaint Types in Detail

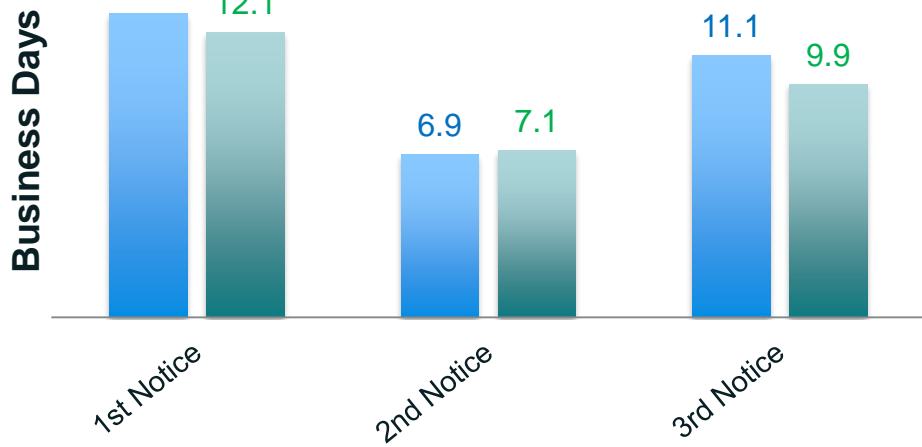
Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q1 2017	Q2 2017	Q1 2017	Q2 2017	Q1 2017	Q2 2017
WHOIS Inaccuracy	7,150	11039	5,080	4386	4	17
WHOIS Quality Review	2	6	0	0	0	0
WHOIS Inaccuracy Bulk Submission	935	725	55	27	0	0
WHOIS Inaccuracy Individual Submission	6,213	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)



Registrar Average TAT

■ Q1 2017 ■ Q2 2017

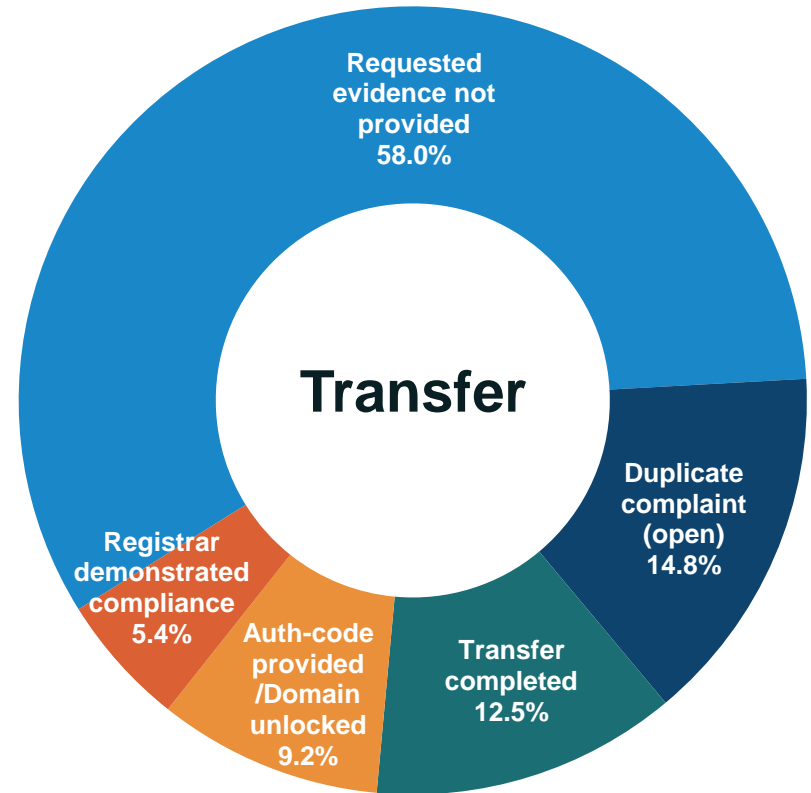
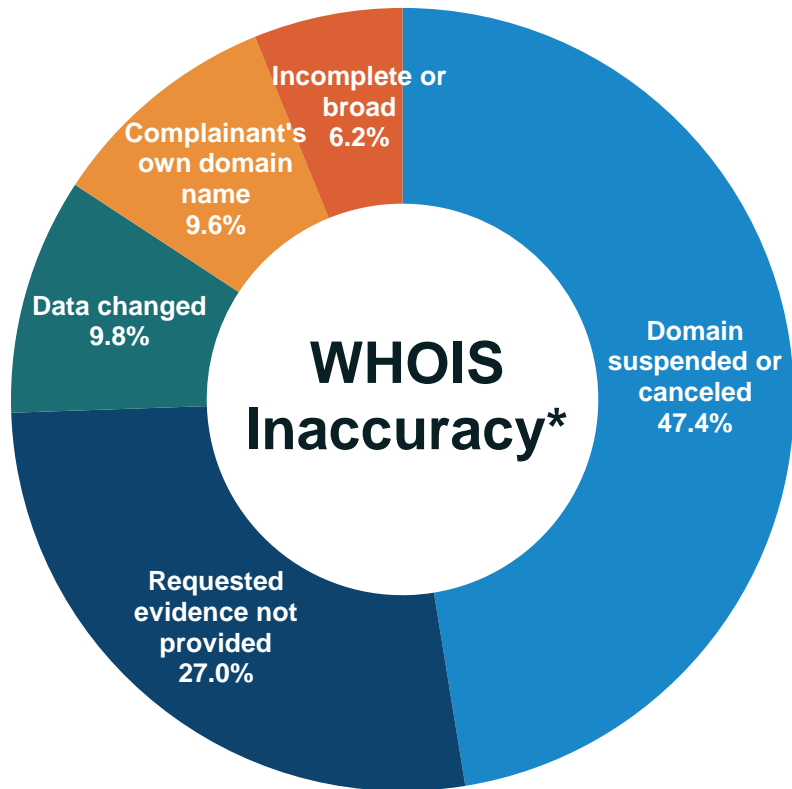


Staff Average TAT

■ Q1 2017 ■ Q2 2017



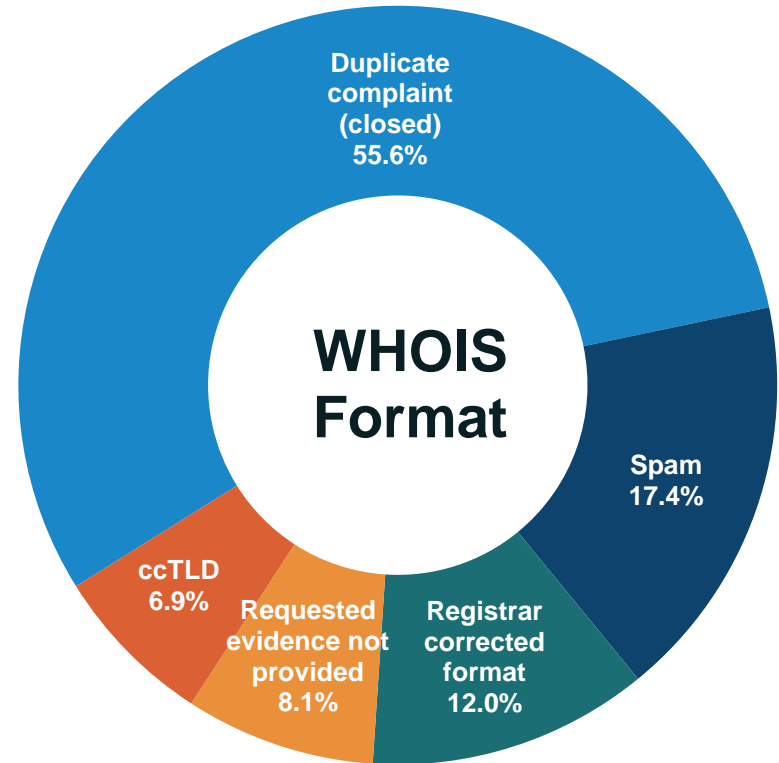
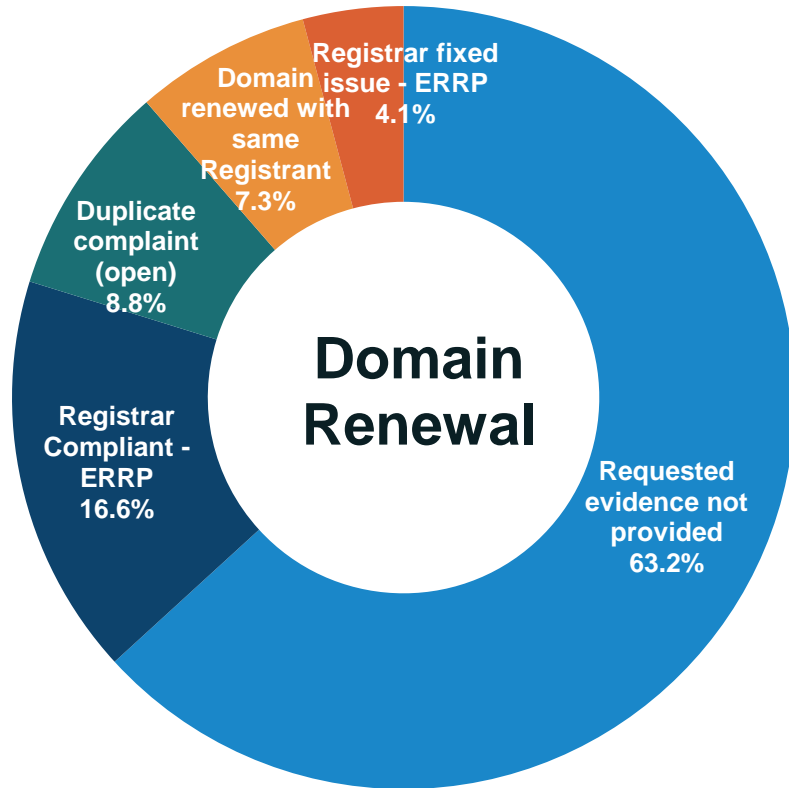
Registrar Complaint Types and Top Closure Reasons (April – June 2017)



* Does not include "WHOIS Accuracy Reporting System."

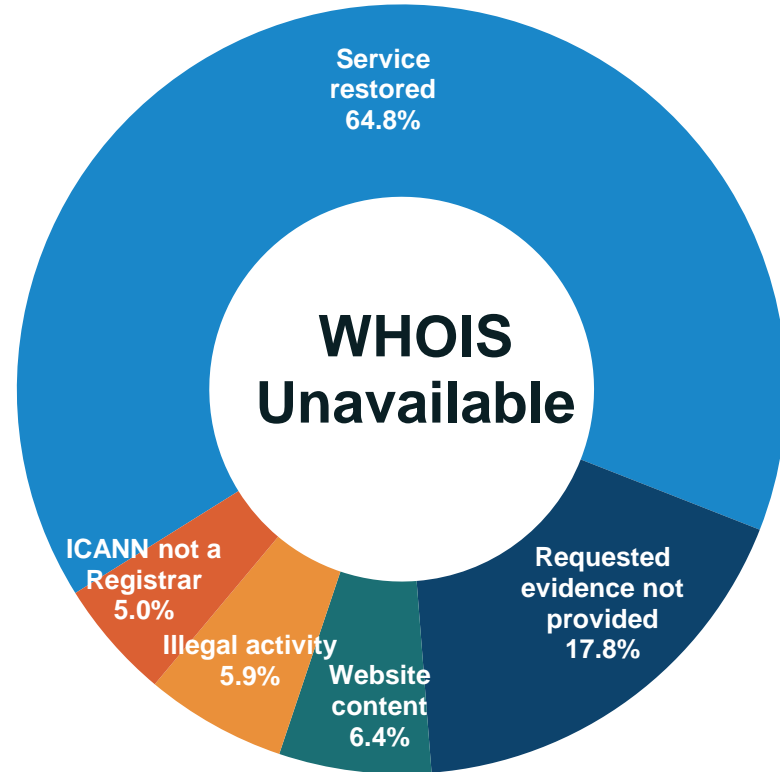
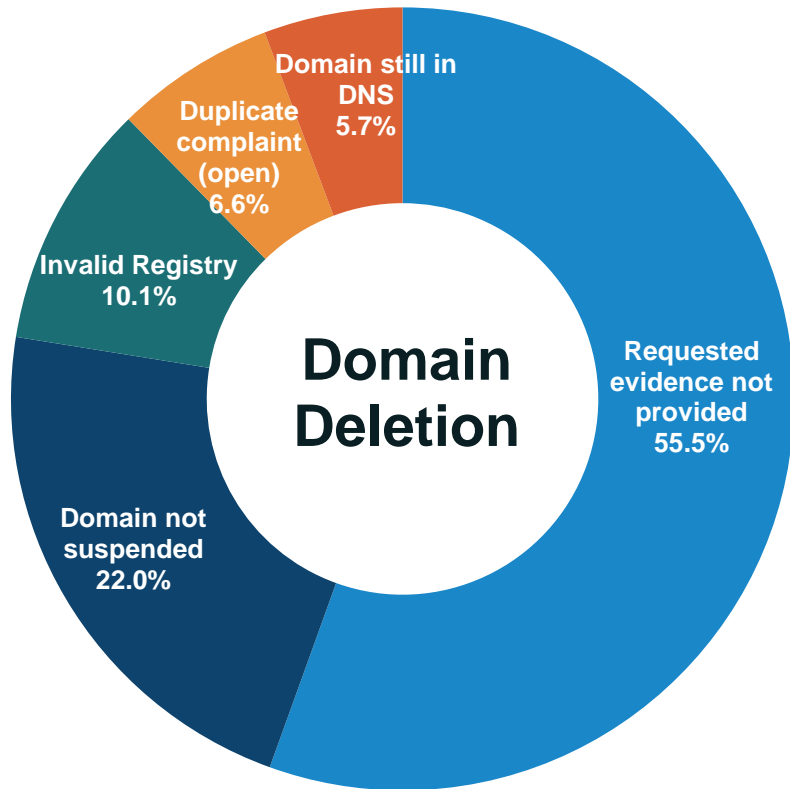
Disclaimer: Due to rounding, percentages may not always add up to 100%.

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



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



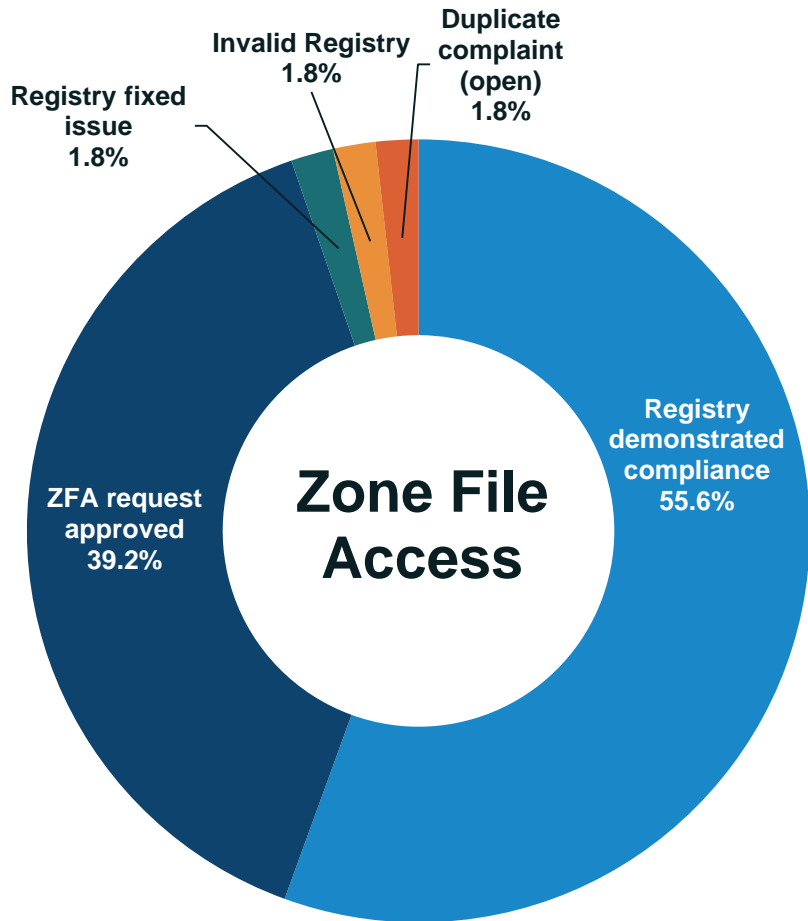
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Registry Metrics

Registry Complaint Types in Detail

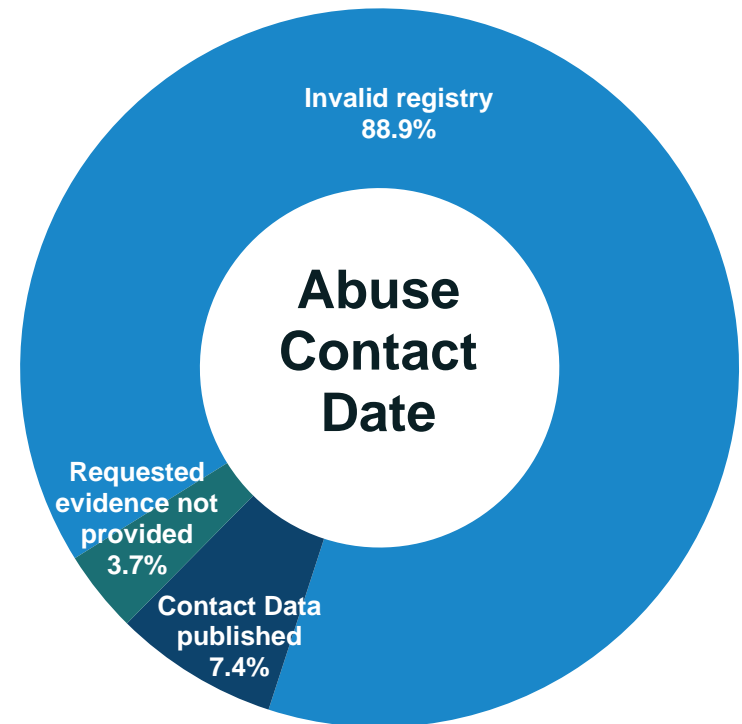
Registry Complaints	Quantity		Closed Before 1st inquiry / notice		ICANN Issue	
	Q1 2017	Q2 2017	Q1 2017	Q2 2017	Q1 2017	Q2 2017
Code of Conduct	104	2	1	3	0	0
Zone File Access	84	184	49	74	0	0
Registry Data Escrow	53	27	0	2	0	0
Abuse Contact Data	50	27	50	27	0	0
Monthly Report	41	20	0	0	0	0
Registry Other	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)



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Registry Complaint Types & Top Closure Reasons (April – June 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](#).